

LETICIA C. PIMENTEL

One Financial Plaza, 14th Floor
Providence, RI 02903-2485
Main (401) 709-3300
Fax (401) 709-3378
lpimentel@rc.com
Direct (401) 709-3337

Also admitted in Massachusetts

December 18, 2023

VIA ELECTRONIC MAIL AND HAND DELIVERY

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

**Re: Docket No. 23-35-EE – 2024-2026 Three Year Energy Efficiency Plan and
2024 Annual Energy Efficiency Plan
Responses to PUC Record Requests (Full Set)**

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 the Company’s responses to Record Requests (Full Set) issued at the Public Utilities Commission’s Evidentiary Hearing on December 12, 13 and 14, 2023 in the above-referenced docket.

Please contact me if you have any questions. Thank you for your attention to this matter.

Very truly yours,



Leticia C. Pimentel

cc: Docket 23-35-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.



Heidi J. Seddon

December 18, 2023

Date

**Docket No. 23-35-EE – Rhode Island Energy’s EE Plan 2024-2026 Three-Year Plan and 2024 Annual EEP
Service list updated 10/4/2023**

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 ;	
	dmoreira@rienergy.com ;	
	MOcCrayne@rienergy.com ;	
	BSFeldman@rienergy.com ;	
	ACL@rienergy.com ;	
	DJTukey@rienergy.com ;	
	SBriggs@pplweb.com ;	
	BJPelletier@rienergy.com ;	
	JOliveira@pplweb.com ;	
	Teast@rienergy.com ;	
	Masiegal@rienergy.com ;	
<p>Division of Public Utilities & Carriers Margaret L. Hogan, Esq.</p>	Cagill@rienergy.com ;	401-780-2120
	sboyajian@rc.com ;	
	LPimentel@rc.com ;	
	HSeddon@rc.com ;	
	Margaret.L.Hogan@dpuc.ri.gov ;	
	Christy.hetherington@dpuc.ri.gov ;	
john.bell@dpuc.ri.gov ;		
Joel.munoz@dpuc.ri.gov ;		
Ellen.golde@dpuc.ri.gov ;		
Machaela.Seaton@dpuc.ri.gov ;		
Paul.Roberti@dpuc.ri.gov ;		

Tim Woolf Jennifer Kallay Synapse Energy Economics 22 Pearl Street Cambridge, MA 02139	twoolf@synapse-energy.com;	
	jkallay@synapse-energy.com;	
RI EERMC Marisa Desautel, Esq. Desautel Browning Law 38 Bellevue Ave., Unit H Newport, RI 02840	marisa@desautelbrowning.com;	401-477-0023
	Adrian.Caesar@nv5.com;	
	Craig.Johnson@nv5.com;	
	Samuel.Ross@nv5.com;	
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;	
	William.Owen@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;	
	SUatine@riib.org;	
Green Energy Consumers Alliance Larry Chretien, Executive Director	Larry@massenergy.org;	
Amanda Barker	amanda@greenenergyconsumers.org;	
Acadia Center Emily Koo, Director	EKoo@acadiacenter.org;	401-276-0600 x402

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Record Request No. 1

Request:

Referencing Table E-6 of Attachment 5 (Revised), Page 8 of 16, filed December 5, 2023, how much of the total oil benefits is avoided oil benefits and oil DRIPE?

Response:

Please see the table below for the relative magnitude of avoided direct oil benefits and oil DRIPE.

Year	Category	Direct Oil Benefits	Oil DRIPE	Total Oil Benefits
2024	Benefit	\$18,029,276	\$5,056	\$18,034,332
	Percentage of Total	99.97%	0.03%	100.00%

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Record Request No. 2

Request:

Please recalculate the 2024 gas and electric proposed incentives incorporating the following three changes:

1. Weigh the other resources benefits as 0%;
2. Use the 2023 marginal distribution cost value;
3. Count only the intrastate RI benefits.

Response:

Please see Attachment Record Request 2-1 for the recalculated 2024 electric proposed incentive incorporating the stated three changes. Please see Attachment Record Request 2-2 for the recalculated 2024 gas proposed incentive incorporating the stated three changes. Please note that for this record request, the attachments are in the same format as the Performance Incentive table from E-8C and G8-C. The SQA was not included in this analysis.

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Record Request No. 3

Request:

Please recalculate the 2024 gas and electric proposed incentives incorporating the following three changes:

1. Weigh the other resource benefits as 35%;
2. Use the electric payout incentive at 8% for Residential and C&I;
3. Use the gas payout incentive at 10% for C&I.

Response:

Please see Attachment Record Request 3-1 for the recalculated 2024 electric proposed incentive incorporating the stated three changes. Please see Attachment Record Request 3-2 for the recalculated 2024 gas proposed incentive incorporating the stated three changes. Please note that for this record request, the attachments are in the same format as the Performance Incentive table from E-8C and G8-C. The SQA was not included in this analysis.

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Record Request No. 4

Request:

Please provide a list of the non-energy impacts associated with the 2024 gas C&I Multifamily program.

Response:

Please see Attachment Record Request 4 for the list of non-energy impacts associated with the 2024 gas C&I Multifamily program. In the Attachment, the top table shows the unique NEI code attributed to each 2024 gas C&I Multifamily measure. The bottom table shows the category, value, units, and source of each unique NEI code listed in the top table.

Year	Program	Measure	Quantity	NEI ID	NEI Measure
2024	C&I Multifamily	MF Shell Insulation	5,880	NEI G6a	Residential Insulation
2024	C&I Multifamily	Air Sealing	293	NEI G7	Residential MF Air Sealing
2024	C&I Multifamily	Programmable thermostat	392	NEI G22	Residential - MF Thermostat (per house receiving tstat)
2024	C&I Multifamily	Wi-Fi programmable thermostat (controls gas heat only)	9	NEI G22	Residential - MF Thermostat (per house receiving tstat)
2024	C&I Multifamily	Faucet aerator	177	NEI G10	Residential MF Low-Flow Showerhead/Aerator
2024	C&I Multifamily	Low-Flow Showerhead w/ Thermostatic Valve	9	NEI G10	Residential MF Low-Flow Showerhead/Aerator
2024	C&I Multifamily	Heating, Custom	11		
2024	C&I Multifamily	Demand Circulator	2		
2024	C&I Multifamily	Press Warm (Water Heating)	294		

NEI ID	NEI Name	NEI Measure	Annual per Unit	One time per Unit	Year Basis	Source/Notes
NEI G6a	Thermal Comfort	Residential Insulation	\$25.15		2011	Massachusetts Special and Cross Sector Studies Area, Residential and Low-Income Non-Energy Impacts (NEI) Evaluation
NEI G6a	Noise Reduction	Residential Insulation	\$11.54		2011	Massachusetts Special and Cross Sector Studies Area, Residential and Low-Income Non-Energy Impacts (NEI) Evaluation
NEI G6a	Home Durability	Residential Insulation	\$98.82		2011	Massachusetts Special and Cross Sector Studies Area, Residential and Low-Income Non-Energy Impacts (NEI) Evaluation
NEI G6a	Health Benefits	Residential Insulation	\$0.80		2011	NMR 2011 Study, section 4.5.4. Applied the median value reported in the literature.
NEI G7	Thermal Comfort	Residential MF Air Sealing	\$10.13	\$135.83	2011	Massachusetts Special and Cross Sector Studies Area, Residential and Low-Income Non-Energy Impacts (NEI) Evaluation
NEI G7	Noise Reduction	Residential MF Air Sealing	\$4.88		2011	Massachusetts Special and Cross Sector Studies Area, Residential and Low-Income Non-Energy Impacts (NEI) Evaluation
NEI G7	Health Benefits	Residential MF Air Sealing	\$0.32		2011	NMR 2011 Study, section 4.6.3. Applied the median value reported in the literature.
NEI G7	Rental Units Marketability	Residential MF Air Sealing	\$0.07		2011	NMR 2011 Study, section 4.4.3. Applied the suggested methodology of the difference between full and discounted rate.
NEI G7	Reduced Tenant Complaints	Residential MF Air Sealing	\$1.37		2011	Massachusetts Special and Cross Sector Studies Area, Residential and Low-Income Non-Energy Impacts (NEI) Evaluation
NEI G7	Property Durability	Residential MF Air Sealing	\$2.56		2018	Market-Rate Multifamily NEI - Phase I Final Memo (MF NEI Matrix and Program Data Analysis - TXC-29)
NEI G10	Rental Units Marketability	Residential MF Low-Flow Showerhead/Aerator	\$0.01		2011	NMR 2011 Study, section 4.4.3. Applied the suggested methodology of the difference between full and discounted rate.
NEI G10	Reduced Tenant Complaints	Residential MF Low-Flow Showerhead/Aerator	\$0.20		2011	Massachusetts Special and Cross Sector Studies Area, Residential and Low-Income Non-Energy Impacts (NEI) Evaluation
NEI G10	Property Durability	Residential MF Low-Flow Showerhead/Aerator	\$0.37		2011	NMR 2011 Study, section 4.6.3. Applied the suggested methodology of the difference between full and discounted rate.
NEI G22	Thermal Comfort	Residential - MF Thermostat (per house receiving tstat)	\$3.33		2018	Market-Rate Multifamily NEI - Phase I Final Memo (MF NEI Matrix and Program Data Analysis - TXC-29)
NEI G22	Health Benefits	Residential - MF Thermostat (per house receiving tstat)	\$0.11		2018	Market-Rate Multifamily NEI - Phase I Final Memo (MF NEI Matrix and Program Data Analysis - TXC-29)
NEI G22	Rental Unit Marketability	Residential - MF Thermostat (per house receiving tstat)	\$0.09		2018	Market-Rate Multifamily NEI - Phase I Final Memo (MF NEI Matrix and Program Data Analysis - TXC-29)
NEI G22	Equipment Maintenance Reliability Due to Thermostats	Residential - MF Thermostat (per house receiving tstat)	\$1.26		2018	Market-Rate Multifamily NEI - Phase I Final Memo (MF NEI Matrix and Program Data Analysis - TXC-29)
NEI G22	Property Durability	Residential - MF Thermostat (per house receiving tstat)	\$3.38		2018	Market-Rate Multifamily NEI - Phase I Final Memo (MF NEI Matrix and Program Data Analysis - TXC-29)
NEI G22	Reduced Tenant Complaints	Residential - MF Thermostat (per house receiving tstat)	\$1.80		2018	Market-Rate Multifamily NEI - Phase I Final Memo (MF NEI Matrix and Program Data Analysis - TXC-29)

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Record Request No. 5

Request:

What RI RES assumptions are made in AESC2021? Would the value of non-embedded carbon reach zero in the year that AESC2021 predicted RES would be 100%? For any states where RES goes to 100% in the study, what is the carbon value in those states for the year(s) in which they are at 100%?

Response:

In AESC2021, RI is assumed to reach 100% RES in 2030, comprised of 98% RES for “new” resource categories and 2% RES for “other” resource categories.¹ In the AESC2021 User Interface, the 2030 value of avoided non-embedded carbon in RI is \$0.0377/kWh for winter peak electric energy, \$0.0397/kWh for winter off-peak electric energy, \$0.0434 for summer peak electric energy, and \$0.0450 for summer off-peak electric energy. In AESC2021, no other states show an RPS target of 100%.

In the AESC2021 User Interface, if the RPS target for “new” resource categories is assumed 100% starting in a given year, and if the RPS target for new resource categories is categorized as binding starting in that year, then the modeled value of non-embedded carbon reaches zero starting in that year. In AESC2021, the RPS target for “new” resource categories in RI was not categorized as binding.

¹ AESC 2021 Report - May Re-Release, Section 7.1, Table 55 and Table 56

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Record Request No. 6

Request:

Referencing the Company’s response to PUC 5-7, please explain the drivers for the numbers provided– is it quantities, increase in savings, or something else?

Response:

In PUC 5-7, the Company identified measures driving the increases in net lifetime electric savings, net lifetime oil savings, and net lifetime propane savings between 2024-2026.

On a measure-specific level, the increases in overall net lifetime savings are driven by increases in the planned quantities of each measure between 2024-2026.

Net lifetime electric savings (MWh) increased by 59,489 MWh between 2024-2026. Increases in the planned quantities of the measures below account for approximately 45% of this 59,489 MWh increase.

Table 1. Increases in quantities and savings of measures driving the overall increase in lifetime electric savings (MWh)

Program	Measure	Increase in quantity between 2024-2026	Increase in Net Lifetime Electric Savings (MWh) between 2024-2026
Income Eligible Single Family	MSHP – Electric Resistance	76	8,461
Residential HVAC	Electric Resistance to MSHP	180	18,136

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Record Request No. 6, Page 2

Net lifetime oil savings (MMBtu) increased by 83,633 MMBtu between 2024-2026. Increases in the planned quantities of the measures below account for approximately 81% of this 83,633 MMBtu increase.

Table 2. Increases in quantities and savings of measures driving the overall increase in lifetime oil savings (MMBtu)

Program	Measure	Increase in quantity between 2024-2026	Increase in Net Lifetime Oil Savings (MMBtu) between 2024-2026
EnergyWise Single Family	Weatherization, Oil	73	16,474
Residential HVAC	Wifi programmable thermostat with cooling (oil)	1,700	51,651

Net lifetime propane savings (MMBtu) increased by 21,989 MMBtu between 2024-2026. Increases in the planned quantities of the measures below accounted for approximately 65% of this 21,989 MMBtu increase.

Table 3. Increases in quantities and savings of measures driving the overall increase in lifetime propane savings (MMBtu)

Program	Measure	Increase in quantity between 2024-2026	Increase in Net Lifetime Propane Savings (MMBtu) between 2024-2026
EnergyWise Single Family	Weatherization, Others	63	14,217

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Record Request No. 7

Request:

Please recreate the tables provided in the Company's response to data requests PUC 6-4 and 6-5 using the December 5 corrections. Re-file as Attachments PUC 6-4 and PUC 6-5 (Supplemental).

Response:

Please see Attachment PUC 6-4 (Supplemental) and Attachment PUC 6-5 (Supplemental) for recreated tables provided in the Company's response to data requests PUC 6-4 and 6-5 using the December 5 corrections.

Table 1a: Difference Between the Cost of Energy Efficiency and the Cost of Energy Supply, Electric Plan Total

	Total Cost of Supply Benefits	Total Cost of Supply Expenses	Total Cost of Supply (Benefits Minus Expenses)	Total Cost of Supply per Lifetime kWh
Residential	\$36,357,645	\$39,806,628	-\$3,448,984	-\$0.018
Residential New Construction	\$2,075,633	\$1,852,676	\$222,957	\$0.014
Residential HVAC	\$19,654,454	\$10,651,515	\$9,002,939	\$0.080
EnergyWise Single Family	\$3,822,797	\$20,906,136	-\$17,083,339	-\$1.140
EnergyWise Multifamily	\$1,325,875	\$1,577,271	-\$251,397	-\$0.031
Home Energy Reports	\$5,449,325	\$2,361,397	\$3,087,928	\$0.132
Residential Consumer Products	\$4,029,561	\$2,457,634	\$1,571,927	\$0.103
Income Eligible Residential	\$9,537,841	\$17,109,611	-\$7,571,770	-\$0.137
Income Eligible Single Family	\$7,161,597	\$13,068,436	-\$5,906,839	-\$0.160
Income Eligible Multifamily	\$2,376,244	\$4,041,175	-\$1,664,931	-\$0.090
Commercial & Industrial	\$98,282,397	\$58,094,035	\$40,188,361	\$0.083
Large C&I New Construction	\$32,205,982	\$11,777,622	\$20,428,360	\$0.113
Large C&I Retrofit	\$55,242,810	\$35,676,089	\$19,566,721	\$0.081
Small Business Direct Install	\$10,833,604	\$10,640,324	\$193,280	\$0.003
Total	\$144,177,882	\$115,010,275	\$29,167,607	\$0.040

Table 1b: Difference Between the Cost of Energy Efficiency and the Cost of Energy Supply, Electric Plan Intrastate Only

	Total Cost of Supply Benefits	Total Cost of Supply Expenses	Total Cost of Supply (Benefits Minus Expenses)	Total Cost of Supply per Lifetime kWh
Residential	\$28,282,690	\$39,806,628	-\$11,523,938	-\$0.061
Residential New Construction	\$1,778,279	\$1,852,676	-\$74,397	-\$0.005
Residential HVAC	\$15,853,947	\$10,651,515	\$5,202,432	\$0.046
EnergyWise Single Family	\$2,987,303	\$20,906,136	-\$17,918,833	-\$1.195
EnergyWise Multifamily	\$1,060,038	\$1,577,271	-\$517,233	-\$0.064
Home Energy Reports	\$3,846,596	\$2,361,397	\$1,485,199	\$0.064
Residential Consumer Products	\$2,756,527	\$2,457,634	\$298,894	\$0.020
Income Eligible Residential	\$7,587,376	\$17,109,611	-\$9,522,235	-\$0.172
Income Eligible Single Family	\$5,614,485	\$13,068,436	-\$7,453,951	-\$0.202
Income Eligible Multifamily	\$1,972,891	\$4,041,175	-\$2,068,285	-\$0.112
Commercial & Industrial	\$71,625,735	\$58,094,035	\$13,531,699	\$0.028
Large C&I New Construction	\$24,661,509	\$11,777,622	\$12,883,887	\$0.071
Large C&I Retrofit	\$38,945,543	\$35,676,089	\$3,269,454	\$0.013
Small Business Direct Install	\$8,018,683	\$10,640,324	-\$2,621,642	-\$0.044
Total	\$107,495,801	\$115,010,275	-\$7,514,474	-\$0.010

Table 2a: Difference Between the Cost of Energy Efficiency and the Cost of Energy Supply, Gas Plan Total

	Total Cost of Supply Benefits	Total Cost of Supply Expenses	Total Cost of Supply (Benefits Minus Expenses)	Total Cost of Supply per Lifetime MMBtu
Residential	\$17,563,878	\$19,482,584	-\$1,918,706	-\$1.75
Residential New Construction	\$1,097,663	\$931,654	\$166,010	\$2.26
Residential HVAC	\$3,262,964	\$3,502,192	-\$239,228	-\$1.09
EnergyWise Single Family	\$10,148,711	\$13,048,947	-\$2,900,236	-\$4.73
EnergyWise Multifamily	\$1,615,448	\$1,615,702	-\$254	\$0.00
Home Energy Reports	\$1,439,092	\$384,090	\$1,055,002	\$12.32
Income Eligible Residential	\$4,779,270	\$8,145,932	-\$3,366,662	-\$11.71
Income Eligible Single Family	\$2,051,737	\$4,842,308	-\$2,790,572	-\$23.00
Income Eligible Multifamily	\$2,727,533	\$3,303,623	-\$576,090	-\$3.47
Commercial & Industrial	\$29,855,641	\$13,386,335	\$16,469,306	\$8.59
Large C&I New Construction	\$10,172,458	\$2,868,238	\$7,304,220	\$11.11
Large C&I Retrofit	\$16,830,854	\$8,128,961	\$8,701,893	\$8.09
Small Business Direct Install	\$1,798,537	\$1,085,794	\$712,743	\$6.01
C&I Multifamily	\$1,053,792	\$1,303,342	-\$249,550	-\$3.80
Total	\$52,198,789	\$41,014,851	\$11,183,938	\$3.39

Table 2b: Difference Between the Cost of Energy Efficiency and the Cost of Energy Supply, Gas Plan Intrastate Only

	Total Cost of Supply Benefits	Total Cost of Supply Expenses	Total Cost of Supply (Benefits Minus Expenses)	Total Cost of Supply per Lifetime MMBtu
Residential	\$17,420,141	\$19,482,584	-\$2,062,443	-\$1.88
Residential New Construction	\$1,097,663	\$931,654	\$166,010	\$2.26
Residential HVAC	\$3,266,223	\$3,502,192	-\$235,969	-\$1.08
EnergyWise Single Family	\$10,011,431	\$13,048,947	-\$3,037,517	-\$4.95
EnergyWise Multifamily	\$1,605,733	\$1,615,702	-\$9,969	-\$0.10
Home Energy Reports	\$1,439,092	\$384,090	\$1,055,002	\$12.32
Income Eligible Residential	\$4,732,884	\$8,145,932	-\$3,413,047	-\$11.87
Income Eligible Single Family	\$2,023,024	\$4,842,308	-\$2,819,285	-\$23.24
Income Eligible Multifamily	\$2,709,860	\$3,303,623	-\$593,763	-\$3.57
Commercial & Industrial	\$29,746,361	\$13,386,335	\$16,360,026	\$8.53
Large C&I New Construction	\$10,070,824	\$2,868,238	\$7,202,586	\$10.95
Large C&I Retrofit	\$16,830,854	\$8,128,961	\$8,701,893	\$8.09
Small Business Direct Install	\$1,798,537	\$1,085,794	\$712,743	\$6.01
C&I Multifamily	\$1,046,146	\$1,303,342	-\$257,196	-\$3.92
Total	\$51,899,386	\$41,014,851	\$10,884,536	\$3.30

Benefit/Cost Category	Electric	Electric (RI Only)	Natural Gas	Natural Gas (RI Only)
Electric Energy	\$51,967,339	\$33,838,665	\$338,833	\$269,825
Electric Generation	\$4,695,645	\$4,695,645	\$121,867	\$121,867
Electric Transmission Capacity	\$10,669,947	\$1,244,689	\$260,820	\$30,426
Electric Distribution Capacity	\$18,260,549	\$18,260,549	\$446,368	\$446,368
Natural Gas	\$294,286	\$294,286	\$28,359,070	\$28,359,070
Fuel	\$0	\$0	\$0	\$0
Price Effects	\$29,741,057	\$29,741,057	\$423,117	\$423,117
Non-Embedded Carbon	\$27,008,548	\$27,008,548	\$19,815,861	\$19,815,861
Non-Embedded NOx	\$1,146,049	\$1,146,049	\$2,388,592	\$2,388,592
Reliability	\$147,184	\$147,184	\$1,116	\$1,116
Income Eligible Rate Discount	\$92,577	\$92,577	\$0	\$0
Arrearages	\$32,064	\$32,064	\$0	\$0
Utility NEI	\$122,638	\$122,638	\$43,145	\$43,145
Cost of Supply	\$144,177,882	\$116,623,951	\$52,198,789	\$51,899,386
Implementation	\$92,236,406	\$92,236,406	\$33,354,678	\$33,354,678
Participant Cost	\$18,040,007	\$18,040,007	\$6,761,118	\$6,761,118
Shareholder Incentive	\$4,733,862	\$4,733,862	\$899,054	\$899,054
Cost of EE	\$115,010,275	\$115,010,275	\$41,014,851	\$41,014,851
Difference	\$29,167,607	\$1,613,676	\$11,183,938	\$10,884,536

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Record Request No. 8

Request:

Please recreate Table 2 and 3 on Bates pages 181-82 (relating to workforce development) to include the following additional column: identify vendor for each category of training, cost per unit if applicable, cost for trainings overall.

Response:

Please see Table 2 and Table 3 below with the requested additional information:

Table 2. Continued Workforce Development Activities

Sector	Workforce Development Activity	Description	Target Audience	Vendor	Cost per Unit	Overall Cost
Res	HVAC Check trainings	HVAC installation best practices training delivered as part of the HVAC Program	HVAC technicians	CLEAResult	\$975/ training	\$39,400
Res + IE	Zero Net Energy training	High performance building best practices training delivered as part of the Residential New Construction Program	Design professionals, builders and contractors	CLEAResult	\$6,667/ training	\$20,000
IE	Miscellaneous income-eligible training	Training on topics such as smart thermostats and air source heat pumps delivered as part of the IES Single-Family Program	Weatherization contractors, auditors	CLEAResult	Per-unit breakdown not applicable based on variety of services.	\$50,000

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Res	RI Builder’s Association and Residential Construction Workforce Partnership (RCWP) training	Weatherization focused training. Students recruited from community with anticipation of returning to their community and supporting local CAP agencies	Weatherization for both Income Eligible and Market-Rate applications	RIBA	\$2,000/ attendee	\$40,000
C&I	Zero Net Energy training	High performance building best practices training delivered as part of the C&I New Construction and Major Renovations Program	Design professionals, developers and contractors	CLEAResult	\$6,667/ training	\$20,000
C&I	BOC training	Building operations and maintenance (O&M) best practices training delivered as part of the C&I Retrofit Program	Facility managers, building maintenance staff	Northwest Energy Efficiency Council	\$1,895/ participant	\$37,000
C&I	Controls Best Practices training (HVAC and Lighting Controls)	ASHRAE Guideline 36 training (Sequence of Operations)	Contractors, engineers	CLEAResult	\$6,667/ training	\$20,000
C&I	Controls Best Practices training (HVAC	Lighting Design Lab (lighting controls) training	Contractors, engineers, program	CLEAResult	\$7,500/ training	\$30,000

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	and Lighting Controls)		technical and sales staff			
All sectors	Codes & Standards – code compliance training	A suite of services which includes training sessions (classroom, webinar, and in-field), project-specific “hotline” support, and development and delivery of tools and resources to fill industry gaps	Code officials, design professionals, builders, developers and contractors	CLEARResult	Per-unit breakdown not applicable. Budget covers 2024 goal of 45 trainings, as well as suite of services described.	\$200,000

Table 3. Additional Workforce Development Activities

Sector	Workforce Development Activity	Description	Target Audience	Vendor	Cost per Unit	Overall Cost
Res	Train the Trainer	A “train the trainer” program will multiply the number of qualified instructors and allow for an increased training capacity	Code trainers	CLEARResult	\$1,500/training	\$6,000
Res	Reimburse Program Approved Trainers	After completing the trainer course, qualified instructors will be	Code trainers	CLEARResult	\$750/training	\$6,000

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		compensated to deliver code update trainings				
Res	Full Day Workshops	Full-day workshops allow for a deeper level of instruction for trainees looking for more detailed or specific code information such as design and plan review, HVAC implementation, etc.	Code officials, design professionals, builders, developers and contractors	CLEARResult	\$2,000/ workshop	\$8,000
Res	LMS System Trainings	LMS style trainings can be pre-recorded and linked to various state and industry websites. This will allow trainees with time or transportation constraints to attend trainings on their own time	Code officials, design professionals	CLEARResult	\$6,667/ training	\$20,000
Res	HERS Rater Training & Certification	Rhode Island will need to increase this workforce network dramatically to meet the needs of the industry once the new code takes full effect	HERS Raters	CLEARResult	\$2,600/ rater	\$15,600

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Record Request No. 9

Request:

Referencing Bates page 222 of the Plan, please provide the guidelines for the self-directed gas program option. Also, please provide the technical citation in the Least Cost Procurement statute that references the self-directed gas program option.

Response:

The Company is not aware of any current documented guidelines for the self-directed gas program option. Rather, the Plan text notes that the Company "has developed recommendations." This text has been included in the Company's Energy Efficiency Plans as far back as 2012, and current Company staff believes that recommendations were developed at the time of the original writing of this text, but that these recommendations were never developed into formally documented guidelines.

The technical citation for the language in the Plan is R.I. Gen. Laws § 39-2-1.2(g)(2), which states that the Commission may exempt from the System Benefits Charge (SBC):

"Gas used for the manufacturing processes, where the customer has established a self-directed program to invest in and achieve best-effective energy efficiency in accordance with a plan approved by the commission and subject to periodic review and approval by the commission, which plan shall require annual reporting of the amount invested and the return on investments in terms of gas savings."

Currently, the Company has no gas customers that are exempt from the SBC under the pathway provided in R.I. Gen. Laws § 39-2-1.2(g)(2). The Company only has one current gas customer that is exempt from the gas SBC; this customer is the Manchester Street Power Station, which is exempt under R.I. Gen. Laws § 39-2-1.2(g)(1), which states that the Commission may exempt from the SBC "Gas used for distribution generation."

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Record Request No. 10

Request:

Are any of the non-energy impacts included in the income eligible sector?

Response:

Yes, non-energy impacts are included in the income eligible sector. Please see the tables below for the names of the non-energy impacts included in income eligible programs.

Electric Income Eligible Single Family:

NEI ID	NEI Name
NEI_30	Rate Discounts
NEI_31	Arrearages
NEI_32	Thermal Comfort
NEI_35	Safety Related Emergency Calls
NEI_36	Home Durability
NEI_39	Property Value Increase
NEI_40	Improved Safety
NEI_41	Improved Safety
NEI_42	Thermal Comfort
NEI_43	Window Air Conditioner Replacement
NEI_65	Home Durability

Gas Income Eligible Single Family:

NEI ID	NEI Name
NEI_G25	Rate Discounts
NEI_G28	Rate Discounts
NEI_G34	Rate Discounts

Record Request No. 10, Page 2

Electric Income Eligible Multifamily:

NEI ID	NEI Name
NEI_30	Rate Discounts
NEI_46	Home Productivity
NEI_47	Home Productivity
NEI_52	Rate Discounts
NEI_53	Rate Discounts
NEI_54	Thermal Comfort
NEI_62	Rate Discounts

Gas Income Eligible Multifamily:

NEI ID	NEI Name
NEI_G35	Rate Discounts
NEI_G36	Rate Discounts
NEI_G39	Rate Discounts
NEI_G40	Rate Discounts
NEI_G42	Rate Discounts
NEI_G43	Rate Discounts
NEI_G44	Rate Discounts
NEI_G46	Rate Discounts

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Record Request No. 11

Request:

Please provide a copy of the Home Energy Report engagement survey.

Response:

Attachment Record Request 11 contains a copy of the Home Energy Report Customer Engagement Tracker survey.



Customer Engagement Tracker Rhode Island Energy

Survey Objectives & Structure

The Customer Engagement Tracker (CET) survey is an instrument designed to explore utility customer reactions to the Home Energy Reports program and other related outreaches. The instrument incorporates a variety of standardized questions that enable applicable comparisons to other surveyed Opower utility deployments, representing over 200,000 customer interviews across 90+ distinct utility partners. At Rhode Island Energy, this survey aims to accomplish the following high-level objectives, among others:

- Explore customer interaction with and reception of the Home Energy Report
- Gauge overall impact of the program on the Rhode Island Energy customer relationship, both via self-reported influence and by measuring differences in engagement between program participants and non-participants (controls)
- Assess response to related energy communications that vary by territory and customer. Including High Usage Alerts
- Compare results between Rhode Island Energy deployments and those of other utility partners
- Compare results to previous survey efforts at Rhode Island Energy
- Segment results by key customer groups

Survey Methodology

- Online survey of randomly-selected Rhode Island Energy customers, including program treatments and controls.
- Response rate of 4%-6% requires ~13k email invitations
- Randomized selection of interviewees, excluding opt-out and inactive customers.
- Overall target survey length: ~7 minutes
- Survey to tentatively field in late Oct 2023

Survey Invitation

From: Rhode Island Energy
Subject: Rhode Island Energy wants your feedback

Hello,

You have been selected as part of a small group to provide feedback to Rhode Island Energy.

We would really appreciate it if you would take a moment to tell us what you think about some of Rhode Island Energy's programs. This survey should take less than 7 minutes to complete.

[Click here](#) to take the survey.

Thank you in advance for your input.

[Unsubscribe from future emails regarding this Rhode Island Energy survey](#)

2 Mount Royal Avenue, Suite 325
Marlborough, MA 01752-1960

Survey Questionnaire

Welcome

Welcome! To better meet your energy needs, Rhode Island Energy asks that you complete this brief survey regarding some of your opinions and experiences as a customer.

The feedback you provide will be used to help improve Rhode Island Energy's service offerings.

This survey should take less than 7 minutes to complete.

Screeners

1. Are you the person in your household who is responsible for your Rhode Island Energy energy bill?
 - Yes
 - No [END SURVEY]

2. Do you or any member of your household work for Rhode Island Energy?
 - Yes [END SURVEY]
 - No

Satisfaction & Perception

3. Overall, how satisfied are you with Rhode Island Energy?
 - 5: Completely satisfied
 - 4: Somewhat satisfied
 - 3: Neither satisfied nor dissatisfied
 - 2: Somewhat dissatisfied
 - 1: Completely dissatisfied

4. Thinking about Rhode Island Energy, how much do you agree with the following statements: [Strongly agree, somewhat agree, neutral, somewhat disagree, or strongly disagree]
 - a. Rhode Island Energy wants to help me save money
 - b. Rhode Island Energy helps me manage my monthly energy usage
 - c. Rhode Island Energy provides useful suggestions on ways I can reduce my energy usage and lower my monthly bills
 - d. Rhode Island Energy creates messages that get my attention

5. How familiar are you with programs from Rhode Island Energy that help you manage your energy usage?
 - 10 – Very familiar
 - 1 – Very unfamiliar

6. Which of the following Rhode Island Energy efficiency initiatives are you familiar with? [Checkboxes]
 - a. Electric Air Source Heat Pumps

- b. Wi-Fi Thermostats
- c. Home Energy Assessment
- d. Marketplace for energy savings products
- e. High Efficiency Heating and Water Heating
- f. Refrigerator and freezer recycling
- g. Appliances and Electronics
- h. Connected Solutions

Home Energy Report Engagement – HER RECIPIENTS ONLY

7. In the past six months, do you remember receiving a mail or email Home Energy Report from Rhode Island Energy about your in-home energy use?
- Yes
 - No [SKIP TO Q18]
 - Don't know [SKIP TO Q18]
8. Thinking of all the reports you have received, in general, what have you done with them?
- Read the report thoroughly
 - Read some of the content
 - Glanced at the pictures or graphs
 - Only read when a change occurs in my household
 - Did not look at the report at all [SKIP to Q18]
9. After reviewing your reports, did you... [Yes/No, MULTIPLE SELECT]
- a. Save the reports for reference
 - b. Talk to members of your household about the report
 - c. Go online for more information
 - d. Take a specific energy-saving action
10. [If Q9d=Yes] What actions did you take [OPEN END]
11. Did the Home Energy Report motivate you to reduce your energy usage?
- Yes
 - No
 - Don't Know
12. Have the Home Energy Reports motivated you to participate in another Rhode Island Energy energy efficiency program?
- Yes
 - No
 - Don't Know
13. Thinking about the Home Energy Reports you've received, how much do you agree or disagree with each of the following statements? [Strongly agree, Somewhat agree, Neutral, Somewhat disagree, or Strongly disagree]
- a. I like the Home Energy Reports
 - b. The energy efficiency tips in the Home Energy Report are useful
 - c. I am interested to see my next Home Energy Report.

14. Did receiving the report make you more satisfied or less satisfied with Rhode Island Energy or did your opinion not change?

- More satisfied
- Opinion unchanged
- Less satisfied
- Don't Know

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

- More favorable
- About the same
- Less favorable
- Don't Know

16. [IF Q12a>3] What aspect of the Home Energy Reports do you like the most? [OPEN]

17. [IF Q12a<4] What aspect of the Home Energy Reports should be improved? [OPEN]

High Usage Alerts

18. Rhode Island Energy sends some customers High Usage Alerts when their usage is higher than normal. These alerts are sent by email when a customer is trending to have a higher than normal bill compared to the previous month. Have you ever received a High Usage Alert?

- Yes
- No [SKIP TO Q21]
- Don't Know [SKIP TO Q21]

19. After receiving a High Usage Alert, did you take any actions to reduce your energy usage?

- Yes
- No
- Don't Know

20. Thinking about the High Usage Alerts you've received, how much do you agree or disagree with each of the following statements? [Strongly agree, Somewhat agree, Neutral, Somewhat disagree, or Strongly disagree]

- a. I like the High Usage Alert
- b. The information in the High Usage Alert is valuable
- c. High Usage Alerts help me plan for my upcoming bill
- d. High Usage Alerts help me understand how changes in weather impact my bill
- e. High Usage Alerts help me make better decisions about how I can reduce my energy use
- f. High Usage Alerts reduce the need for me to contact Rhode Island Energy with questions about my bill

21. Does receiving alerts like these make you more satisfied or less satisfied with Rhode Island Energy or has your opinion not changed?

- More satisfied
- Less satisfied
- Opinion unchanged

- Don't Know

Web Engagement

22. Are you aware of Rhode Island Energy's online energy management tools, such as graphs that show changes in your usage?
- Yes
 - No [SKIP TO Q31]
 - Don't know [SKIP TO Q31]
23. Thinking about these online tools, how much do you agree with the following statements:
[Strongly agree, Somewhat agree, Neutral, Somewhat disagree, or Strongly disagree]
- a. Rhode Island Energy's online energy management tools are easy to find
 - b. Rhode Island Energy's online energy management tools are user friendly
 - c. Rhode Island Energy's online tools help me make better decisions to use and save energy.
 - d. It is easy to understand my energy usage using Rhode Island Energy's online tools

Demographics

The final following questions are for classification purposes only and will help us make sure we are talking to many different people. These questions are optional.

24. Which of the following categories best describes your age?
- 18 to 24
 - 25 to 34
 - 35 to 44
 - 45 to 54
 - 55 to 64
 - 65 to 74
 - 75 or over
 - Prefer not to answer
25. Do you own or rent your residence?
- Own
 - Rent
 - Prefer not to answer

Survey Completion Landing Page

This concludes the survey. Thank you very much for your time!

Your input is very valuable and will allow us to improve your experience as a customer with Rhode Island Energy.

Unsubscribe Page

Header: Unsubscribe from future survey emails

Copy: To unsubscribe from future email surveys sent by Oracle, click 'Unsubscribe'. Please note that

your unsubscribe request is considered permanent, and you may not be able to request new emails again in the future. You may still receive other emails from Rhode Island Energy.

Unsubscribe Landing

Header: You have been unsubscribed

Copy: Thank you. You have been unsubscribed from these communications. Please allow a few days for us to update our records.

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Record Request No. 12

Request:

Please provide the potential cost savings that would be realized if the Company ceased mailing paper home energy reports to customers who have opted for paperless billing.

Response:

The Energy Efficiency team does not have visibility into which customers have paperless billing. A request for this information has been made with National Grid. This response will be updated when that information is made available.

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Record Request No. 13

Request:

Please provide the average cost of heat pump device and installation.

Response:

On average, 50% of heat pump installations encompass the material costs of the project and the other 50% includes labor and HVAC Company profit and overhead expenses.

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Record Request No. 14

Request:

Does the Company have the ability to report all EE spending by designated municipality and not villages? In addition, can the reporting be linked to the appropriate CAP agency assigned to that municipality?

Response:

The Company can report all EE spending by designated municipality through a mapping of village names and zip codes to municipalities. This does not result in a precise match since some village name and zip code combinations may serve more than one municipality. The Customer Service System lists customer addresses by village or municipality and is the source of customer addresses.

A CAP agency by municipality can be mapped by town but will not be a precise representation of how customers are served. The Company has been leveraging CAPs with additional capacity to assist with CAPs that are behind their established goals. The actual CAP that serves a customer may not be captured when mapping a town back to a CAP.

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Record Request No. 15

Request:

Referencing Bates page 241 of the Plan, please identify whether vendor energy assessments rates vary based on dwelling size?

Response:

The Energy Wise Single Family lead vendor energy assessment rate does not vary based on dwelling size.

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Record Request No. 16

Request:

Referencing the Company’s response to PUC 1-58, please provide the number of customers, planned and actual, broken out by electric and gas; also please add program year 2023 to the table.

Response:

Please see the requested information in the table below. 2023 values are YTD as of November 30, 2023. Please note “Electric” includes Delivered Fuels such as oil and propane.

<u>By Total Cost</u>	<i>Actuals</i>			<i>Planned</i>
Year	Electric	Gas	Total	Total
2018	\$ 33,250	\$ 107,750	\$ 141,000	\$ 30,000
2019	\$ 58,450	\$ 135,750	\$ 194,200	\$ 153,900
2020	\$ 42,550	\$ 87,250	\$ 129,800	\$ 161,100
2021	\$ 84,600	\$ 198,750	\$ 283,350	\$ 177,300
2022	\$ 85,100	\$ 176,400	\$ 261,500	\$ 188,700
2023	\$ 68,950	\$ 158,450	\$ 227,400	\$ 155,000
Total	\$ 372,900	\$ 864,350	\$ 1,237,250	\$ 866,000

<u>By # Customers</u>	<i>Actuals</i>			<i>Planned</i>
Year	Electric	Gas	Total	Total
2018	133	431	564	120
2019	236	549	785	616
2020	177	362	539	644
2021	363	840	1,203	709
2022	373	761	1,134	755
2023	278	638	916	620
Total	1,560	3,581	5,141	3,464

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Record Request No. 17

Request:

Can the Company track preweatherization barriers by location? If so, please provide the information.

Response:

At this time, the Company's Lead Vendor for Energy Wise Single Family (EW SF) captures information about preweatherization barriers (PWB / PWBs) in their data management system. This information includes the customer's address.

The Company is able to request and analyze that data. In July of 2023, the Company requested PWB data as part of an effort to analyze and better understand the issue of PWBs.

Please see Attachment RR 17 for a summary of 2022 PWB data for EW SF, showing PWB occurrences by City/Town.

At this time, the Company does not have sufficient data to perform a commensurate analysis for the Income Eligible Single Family program. However, the Company is working on improving overall PWB data collection for all Residential and Income Eligible programs.

Energy Wise Single Family - 2022 PWB Data

In the EW SF program, approximately 75% of homes audited have weatherization (Wx) opportunities. Approximately 55% of homes with weatherization opportunities have preweatherization barriers (PWB). The data below shows the occurrence of PWBs by Town/City for that latter subset of homes (Wx identified, PWBs identified).

Alphabetical

Town/City	# Barriers
Albion	2
Ashaway	66
Barrington	551
Bradford	57
Bristol	452
Burrillville	52
Carolina	15
Centerdale	5
Central Falls	143
Charlestown	116
Chepachet	77
Clayville	6
Coventry	484
Cranston	1,561
Cumberland	725
East Greenwich	326
East Providence	452
Esmond	93
Exeter	80
Fiskeville	4
Forestdale	19
Foster	48
Glendale	20
Glocester	46
Greene	16
Greenville	119
Harmony	3
Harrisville	1
Hope	41
Hope Valley	85
Hopkinton	27
Jamestown	110
Johnston	478

By Occurrence

Town/City	# Barriers	% of Total	Notes
Providence	2,984	15.3%	
Warwick	1,641	8.4%	
Cranston	1,561	8.0%	
Pawtucket	1,389	7.1%	
Woonsocket	824	4.2%	
Cumberland	725	3.7%	
North Kingstown	587	3.0%	
North Providence	571	2.9%	
Barrington	551	2.8%	
Coventry	484	2.5%	
Johnston	478	2.4%	<< 60%
West Warwick	478	2.4%	
Wakefield	458	2.3%	
Bristol	452	2.3%	
East Providence	452	2.3%	
Newport	450	2.3%	
Riverside	430	2.2%	
Narragansett	380	1.9%	
Portsmouth	340	1.7%	
Westerly	331	1.7%	<< 80%
East Greenwich	326	1.7%	
Lincoln	325	1.7%	
Warren	306	1.6%	
Tiverton	294	1.5%	
Rumford	253	1.3%	
North Smithfield	198	1.0%	
Central Falls	143	0.7%	
Middletown	143	0.7%	
Greenville	119	0.6%	
Charlestown	116	0.6%	
Jamestown	110	0.6%	
Saunderstown	108	0.6%	
Esmond	93	0.5%	

Kenyon	11
Kingston	39
L Compton	16
Lincoln	325
Little Compton	57
Manville	67
Mapleville	22
Middletown	143
Misquamicut	7
Naragansett	1
Narragansett	380
Newport	450
North Kingstown	587
North Providence	571
North Scituate	89
North Smithfield	198
Oakland	11
Pascoag	2
Pawtucket	1,389
Peace Dale	48
Peacedale	2
Portsmouth	340
Providence	2,984
Prudence Island	3
Richmond	17
Riverside	430
Rumford	253
Saunderstown	108
Scituate	31
Shannock	4
Slatersville	30
Slocum	1
Smithfield	88
South Kingstown	24
Tiverton	294
Wakefield	458
Warren	306
Warwick	1,641
Watch Hill	4
West Greenwich	91
West Kingston	60
West Kingstown	2
West Warwick	478

West Greenwich	91	0.5%
North Scituate	89	0.5%
Smithfield	88	0.5%
Hope Valley	85	0.4%
Exeter	80	0.4%
Chepachet	77	0.4%
Manville	67	0.3%
Ashaway	66	0.3%
West Kingston	60	0.3%
Bradford	57	0.3%
Little Compton	57	0.3%
Burrillville	52	0.3%
Foster	48	0.2%
Peace Dale	48	0.2%
Glocester	46	0.2%
Hope	41	0.2%
Kingston	39	0.2%
Scituate	31	0.2%
Slatersville	30	0.2%
Hopkinton	27	0.1%
South Kingstown	24	0.1%
Mapleville	22	0.1%
Wyoming	22	0.1%
Glendale	20	0.1%
Forestdale	19	0.1%
Richmond	17	0.1%
Greene	16	0.1%
L Compton	16	0.1%
Carolina	15	0.1%
Kenyon	11	0.1%
Oakland	11	0.1%
Misquamicut	7	0.0%
Clayville	6	0.0%
Centerdale	5	0.0%
Fiskeville	4	0.0%
Shannock	4	0.0%
Watch Hill	4	0.0%
Harmony	3	0.0%
Prudence Island	3	0.0%
Albion	2	0.0%
Pascoag	2	0.0%
Peacedale	2	0.0%
West Kingstown	2	0.0%

Westerly	331
Wood River Junction	1
Woonsocket	824
Wyoming	22
Total	19,520

Harrisville	1	0.0%	
Naragansett	1	0.0%	
Slocum	1	0.0%	
Wood River Junction	1	0.0%	
Total	19,520		