

# NHSaves Stakeholder Meeting

ConnectedSolutions & ENERGY STAR Homes  
Stakeholder Feedback Discussion

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# Agenda

1

**Intros and Process Reminder (5 minutes)**

2

**Programs – Presentations and Discussion (80 minutes)**

ConnectedSolutions (40 min: 20 min presentation + 20 min discussion)

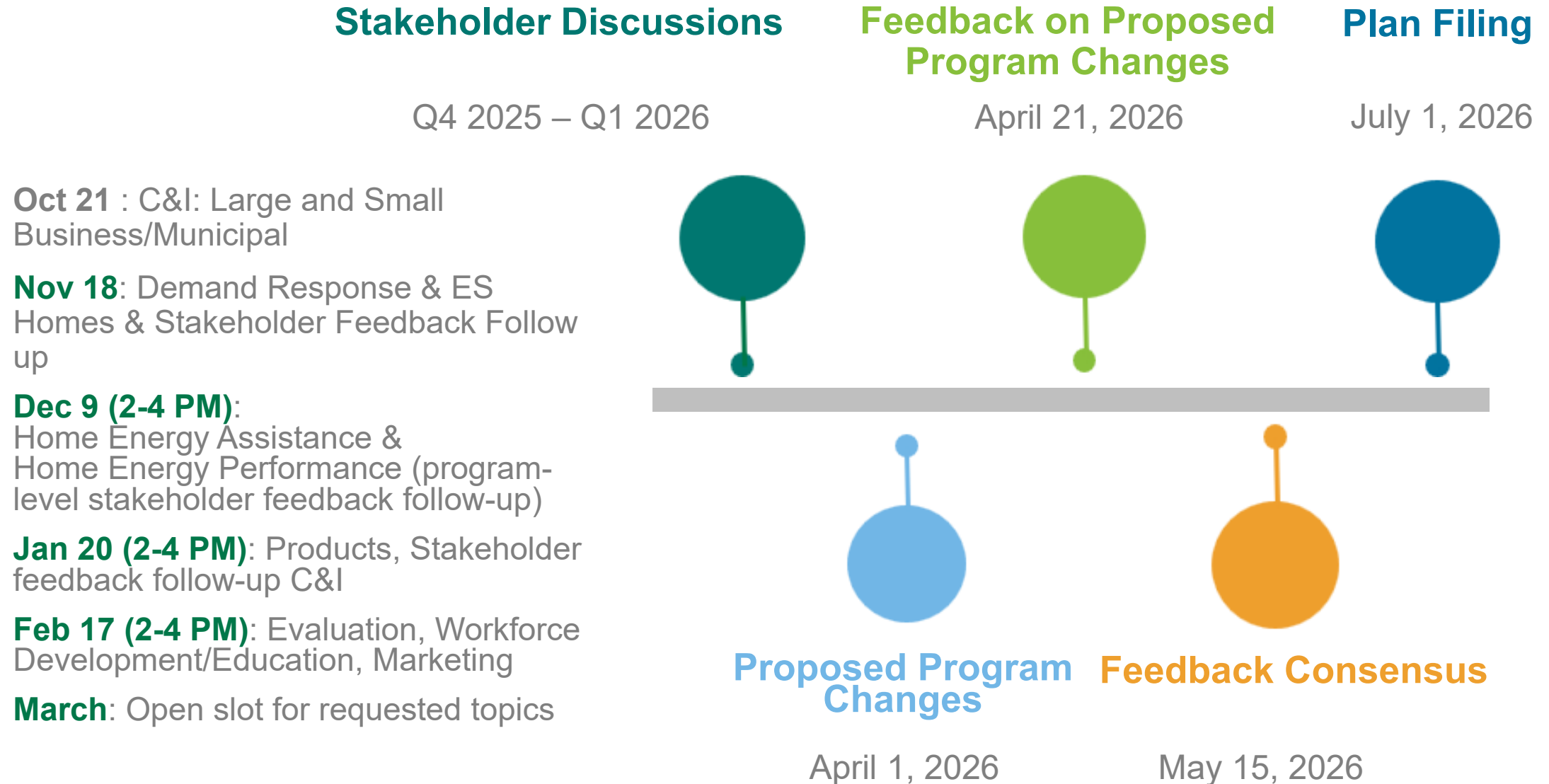
ENERGY STAR Homes (40 min: 20 min presentation + 20 min discussion)

3

**Stakeholder Feedback Discussion (35 minutes)**

# Intros and Process Reminder

# Plan Development Timeline



# High Level Process Notes

- We genuinely want your feedback. You may have different experiences and perspectives to add to the discussion.
- This is a safe space for discussion and ideas. We are not recording conversations nor holding anyone to what is conveyed during these sessions.
- Come prepared to discuss the agenda, and feel free to attend or skip meetings based on your availability and interest in specific areas.
- Can access materials on website:  
<https://nhsaves.com/utility-partner-update/>
  - Includes Stakeholder feedback to date attributed to authors at their discretion.
- Written feedback posted publicly on website, authors to decide if their names are posted.
  - Send feedback by 11/25 to [laureng@apexanalyticsllc.com](mailto:laureng@apexanalyticsllc.com) and/or [stakeholdercomments@NHSaves.com](mailto:stakeholdercomments@NHSaves.com)





# Evaluation Update

# EM&V Studies

| Relevant Study                              | Evaluator | Completion Date      |
|---|-----------|----------------------|
| ENERGY STAR Homes - Impact and Process Eval | NMR       | Scheduled - Feb 2026 |
| Benefits of Load Reduction                  | DNV       | Aug-25               |
| C&I ADR Evaluation                          | DNV       | Jun-24               |

## Energy Star Homes evaluation will:

- Clarify program goals and objectives
- Estimate impact of NHSaves beyond those homes that go through the program
- Update the assumptions related to baseline homes to include industry standard practices (and not just code)
- Review calculation of savings from new homes with heat pumps
- Clarify how MF homes are / should be modeled





# Connected Solutions

2024-2026 Plan Chapter 5

<https://www.puc.nh.gov/VirtualFileRoom/ShowDocument.aspx?DocumentId=76b6732e-95d1-4412-8956-dadff1cba1d7>



# Active Demand Response (ADR) Background

- 2019 - 2023: Unitil & Eversource pilots
- 2024 - 2026: **ConnectedSolutions** program launched and Liberty adds offering, includes
  - Residential Wi-Fi thermostats (batteries, closed)
  - C&I load curtailment (technology agnostic)
- In 2024 - 4,161 NH customers participated, providing an average 18.8 MW peak reduction
- 2025 Wi-Fi thermostats; Statewide participation surpassed 7,000



# ConnectedSolutions – Barriers and Design

## Program Barriers / Challenges

- Identifying customers to participate (both sectors)
- Eligibility requirements (technology)
- Education of the program details and benefits to the customer

## Program Design

- ConnectedSolutions ADR program shaves customer demand during summer peak
- Two Pathways/Customer Groups:
  1. **C&I Load Curtailment** sends a day-ahead notice to customers so they can reduce their load during a peak summer day (however they want)
  2. **Residential BYO Device** allows manufacturer control of customers' devices during peak summer events (customers can opt out of events)

# Strengths and Challenges

## Strengths

- Customers eager to engage
- Complements ongoing outreach to large customers
- Adoption of eligible technology (Wi-Fi thermostats, batteries) continues to increase
- Opportunity to leverage AMI data, where available

## Challenges


- Interval data difficult to obtain, manage
- Small commercial customers may not have meaningful curtailable load
- Program design relies on customers with both smart thermostats and central air conditioning

# ConnectedSolutions - Potential Changes and Considerations



- New Hampshire Electric Co-op is considering offering ConnectedSolutions
- Eversource is exploring allowing enrollment of residential and commercial batteries
- Utilities are considering creating an offering for small business Wi-Fi thermostats, consistent with offerings in MA and CT
- Better integration of ConnectedSolutions with other NHSaves programs, including Home Energy Performance and the C&I programs.



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- Any clarifications we can provide?
  - Do you see additional opportunities for the ConnectedSolutions program?

# ENERGY STAR Homes

2024-2026 Plan Section 4.2

<https://www.puc.nh.gov/VirtualFileRoom/ShowDocument.aspx?DocumentId=76b6732e-95d1-4412-8956-dadff1cba1d7>

# ENERGY STAR Homes – Barriers and Design

## Common Barriers to Program Participation

- Strict building guidelines
- Reliance on HERS raters
- Complex process

## Program Design

- Target Market: entire residential new construction community across New Hampshire – SF and MF
- Three pathways:
  1. **Drive to Energy Star** targets new home builders and contractors to simplify the process of building Energy Star certified
  2. **Energy Star Version 3.1** sets goal for new construction homes to save 15% or more energy than the standards. The program utilizes HERS raters to inspect the house
  3. **Drive to Net Zero Homes Competition** is a challenge to encourage the building of high efficiency homes





## Incentive Structure

- Whole Home Approach differs from other programs: instead of targeting specific equipment, the building shell and overall performance is assessed by Home Energy Raters (HERs)
- Incentive to builder is based on pathway and HERs score
- Program delivers value by guiding builders and contractors on site to achieve high performance buildings, with impacts beyond the homes in the program
- Savings in participating home is based on a comparison to a code-built or industry standard reference home ("UDRH")
- Current evaluation will be looking at what is actually standard practice in NH



| <b>Housing Type</b>                          | <b>Single Family</b> | <b>Condominiums/Townhomes</b> | <b>Multi-Family</b> |
|--|----------------------|-------------------------------|---------------------|
| Base HERS Index Rebate*                      | \$1,500              | \$1,000                       | \$500               |
| HERS point below index incentive (1-10)      | \$100                | \$100                         | \$100               |
| HERS Points Incentive (11-20)                | \$250                | \$250                         | —                   |
| HERS Points Incentive (21-30)                | \$500                | —                             | —                   |
| HERS Points Incentive (31+)                  | \$1,000              | —                             | —                   |
| ENERGY STAR Refrigerators                    | \$25                 | \$25                          | \$25                |
| ENERGY STAR Clothes Washers                  | \$25                 | \$25                          | \$25                |
| ENERGY STAR Clothes Dryers                   | \$25                 | \$25                          | \$25                |
| Maximum Rebate                               | \$10,000             | \$4,000                       | \$1,500             |
| Additional – Energy Star Certification Bonus | \$500                | \$250                         | \$250               |
| HERS Rating and Testing                      | No Cost**            |                               |                     |

\*Single Family homes use the ENERGY STAR V3.1 target and Multi-Family homes use the ENERGY STAR MFNC V1.1 target.

\*\*Your utility partner will provide HERS Rating and Testing, a service valued at \$1,500, at no cost to you.

# Strengths and Challenges

## Strengths

- Successful marketing
- Continued contractor participation
- HERS raters find their own projects
- Cost effective
- Annual Recognition for Excellence by EPA / Energy Star
- Capturing large portion of NC market
- Common software platform

## Challenges


- Homebuyers are one-time customers
- Shortage of housing starts
- Few HERS raters (and an imminent key retirement)
- Lack of Building / Energy Code enforcement
- Builders in rural areas hard to engage
- Monitoring licensing of home builders

# ENERGY STAR Homes - Potential Changes and Considerations

- Education and outreach to homebuyers
- Education series with builders & Code enforcement on Building Above Code
- Capturing savings related to education of builders
- “Home of the Future” challenge
- Increasing electrification of new construction





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- Any clarifications we can provide?
  - Do you see additional opportunities for the **ENERGY STAR Homes** program?



# Stakeholder Feedback

# Stakeholder Feedback

- Thank you so much for your thoughtful written feedback!
- We plan to reserve time at the end of each meeting to follow-up on your feedback with specific topics.
- Key stakeholder feedback we will address:
  - **December meeting (with HEA and HEP)**
    - Innovative home energy assessment opportunities
    - Prepay as an energy efficiency solution
    - Expanding on-bill financing for residential programs.
    - Piloting a pay-for-performance approach
  - **January meeting**
    - C&I Feedback
- Today, we'd like to discuss some key areas of overarching design.



# Stakeholder Feedback Discussion (1)

## Gas Programs

- Q. With many states ending gas EE programs after EnergyStar's phaseout, will NH utilities continue gas programming in the new plan?
- A. Yes, we will continue to offer cost-effective gas EE programs in the upcoming Plan

## Home Upgrade Hub

- Q. Suggest exploring a home upgrade hub model, with navigators to help residents combine funding and resources, as a way to overcome health and safety deferrals that often hinder LMI energy efficiency investments.
- A. We are intrigued. Please tell us more about your thoughts on this topic.

# Stakeholder Feedback Discussion (2)

## Total Systems Benefit Metric

- Q. Recommend exploring a TSB metric to capture the full value of energy efficiency to inform better program design and quantify avoided costs across energy, capacity, and demand.
- A. Utilities participated in a demonstration by Recurve at a NEEP working group meeting to discuss the concept and will explore whether and how to more precisely value peak benefits in the coming term. This has also been brought to the EM&V WG. We welcome your written feedback on this topic.

## Discount Rate in BCA Models

- Q. Request discussion of dropping discount rate used in Benefit Cost models to 2.0%.
- A. The utilities' position has not changed since the last docket that a low discount rate is appropriate for EE programs. We are currently discussing the discount rate with OCA and DOE and are conferring with subject matter experts.

**We will come back to stakeholders with a recommendation in early 2026.**



# Questions & Discussion

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## Next Steps

- Send written feedback on process/approach by Tuesday, 11/25 using the feedback matrix.  
(<https://nhsaves.com/utility-partner-update/>)
- December Meeting: Tuesday, 12/9 2-4PM
- Agenda will cover Home Energy Assistance & Home Energy Performance
- If needed, please review Sections 4.4 and 4.6 of our 2024-2026 Plan as a refresher prior to the meeting:  
<https://www.puc.nh.gov/VirtualFileRoom/ShowDocument.aspx?DocumentId=76b6732e-95d1-4412-8956-dadff1cba1d7>

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