

NHSaves Stakeholder Meeting

Home Energy Assistance & Home Energy Performance
Stakeholder Feedback Discussion
December 9, 2025

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Agenda

1

Intros and Process Reminder (5 minutes)
EM&V Updates (15 minutes)

2

Programs – Presentations and Discussion (80 minutes)

Home Energy Assistance (40 min: 15 min presentation + 25 min discussion – includes previous stakeholder feedback topics)

Home Energy Performance (40 min: 15 min presentation + 25 min discussion – includes previous stakeholder feedback topics)

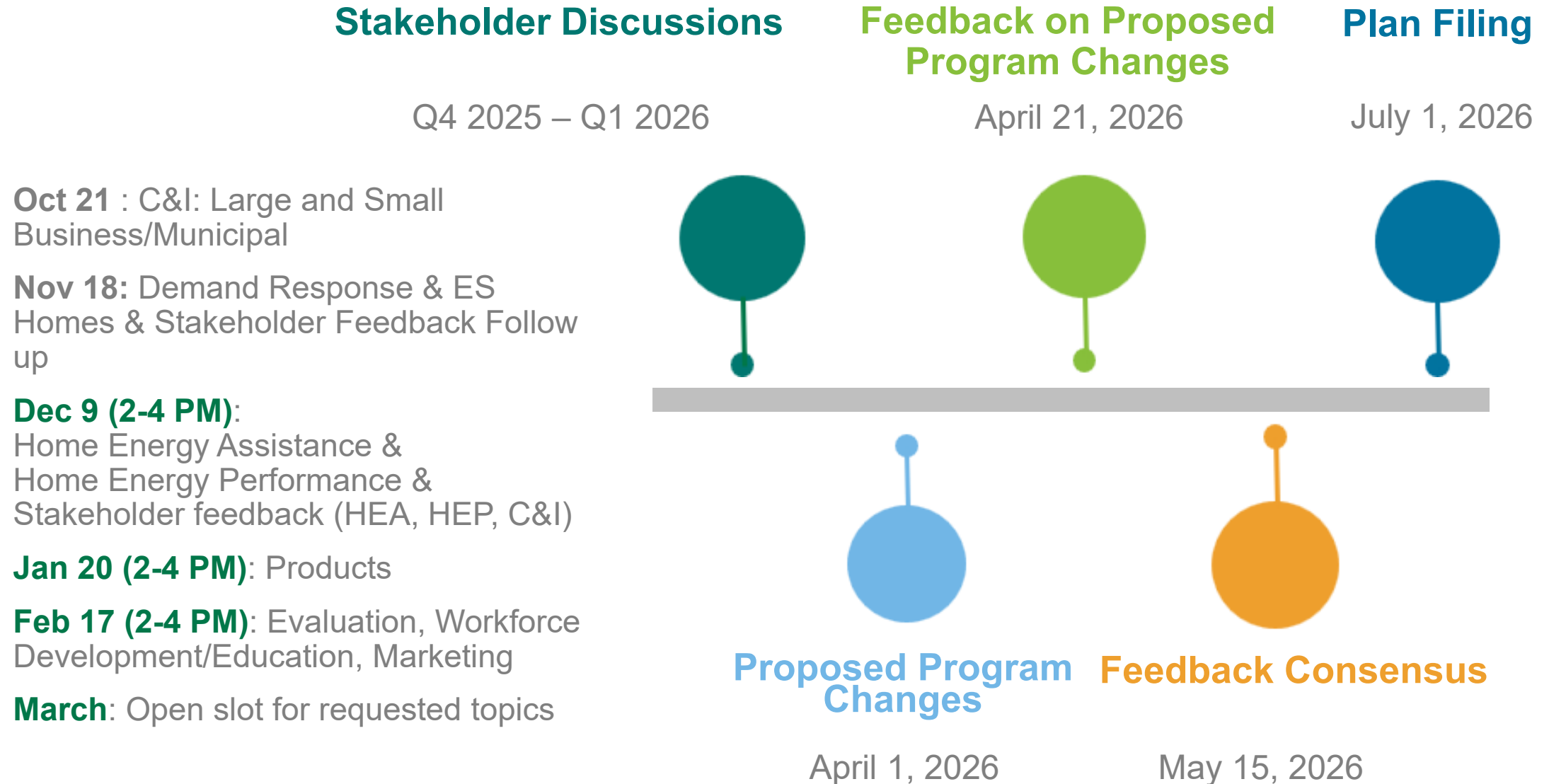
3

Stakeholder Feedback (20 minutes)

Feedback related to December Call on C&I programs

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 12/16 to laureng@apexanalyticsllc.com and/or stakeholdercomments@NHSaves.com



Evaluation Update

<https://www.energy.nh.gov/energy-information/completed-monitoring-evaluation-studies>

EM&V Update: HEA & HEP Program Evaluations

Study Objectives

Impact Evaluation

- Verify energy savings
- Recommend TRM updates

Process Evaluation

- Describe and assess processes
- Measure participant satisfaction

Evaluation Approach



Consumption (“billing”) analysis
Program data analysis

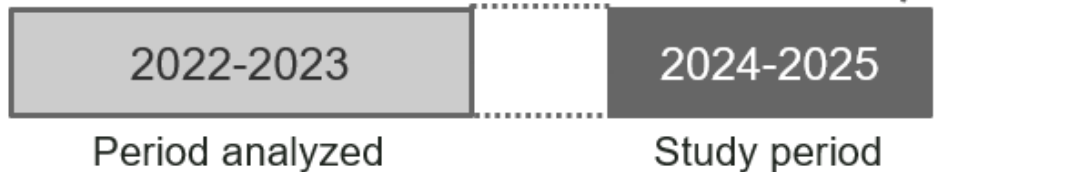


Participant survey

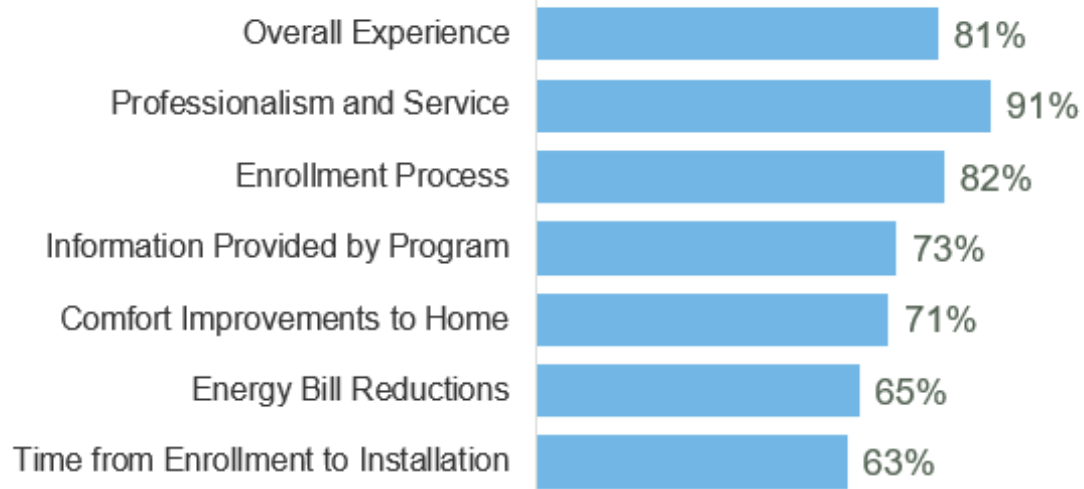


Interviews with program staff,
contractors, multifamily
participants

Timeline & Status



HEA Program Evaluation Highlights



⚡ Key Impact Results 🔥

- Average savings per home from weatherization:
 - Natural gas heat: 21 MMBtu/year
 - Electric heat: 1,527 kWh/year
- Savings consistent with prior NH study from 2006
- Comparable to or higher than several other New England states
- New savings modeling tool under development

Participant Satisfaction

- Four of five satisfied overall – slight decline from 2020.
- Wait times shorter for customers that enroll in HEA first versus enrolling in WAP.

Multifamily homes

- Participants satisfied overall.
- Opportunities: Streamline income qualification, communication, process clarity.

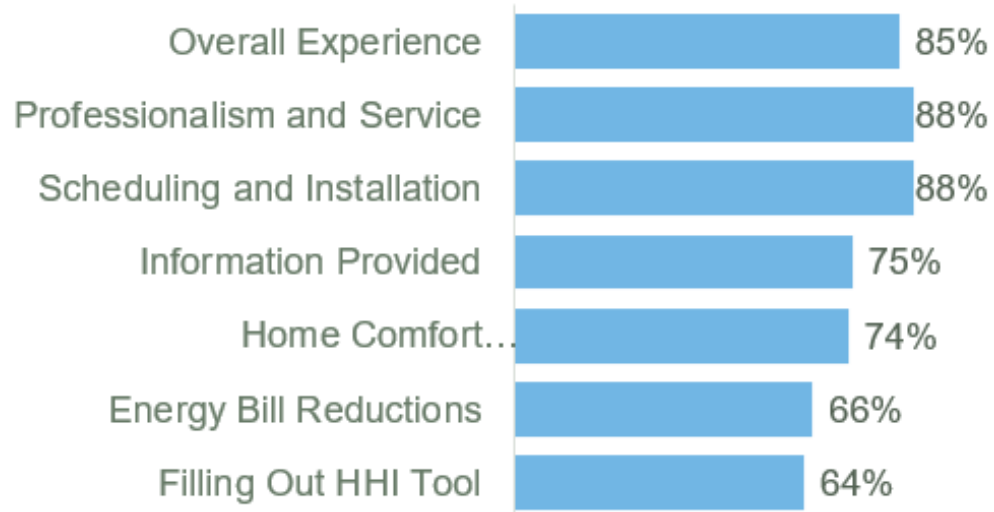
Private Implementation Contractors

- Serving MF and some SF homes
- Challenges with access to customers, income qual.

Opportunities to Grow HEA

- Measures: Heat pumps, energy savings kits
- Processes: Third-party income qualification, info sharing

HEP Program Evaluation Highlights



⚡ Key Impact Results 🔥

- Average savings per home from weatherization:
 - Natural gas heat: 28.7 MMBtu/year
 - Electric heat: 1,763 kWh/year
- Savings considerably higher than several other New England states

Participant Satisfaction

- Overall satisfaction 85%
- Home Heating Index tool is greatest challenge to participant satisfaction

Balancing Satisfaction & Effective Targeting

- Measured free-ridership was relatively low
- Home Heating Index tool may help limit free-ridership

Multifamily Participants

- Program increasingly expanding into multifamily homes
- Developing processes for MF would increase access

Workforce

- Various challenges to expanding program workforce
- Statewide efforts to tackle challenges hold promise
- Prioritize efforts to support contractors and increase consistency across utilities

Home Energy Assistance

2024-2026 Plan Section 4.6

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

HEA Overview

- Comprehensive, whole-house approach to optimize energy efficiency and comfort at home
- Designed for income eligible homeowners and renters (Eligibility is up to 200% of Federal Poverty standards)
- Covers 100% of cost up to \$15,000 per project
- Full weatherization of home or apartment
- Multifamily buildings (5+ units) eligible, incl. commercially metered
- Replacement of inefficient or failed equipment



Home Energy Assistance – Barriers and Design

Common Barriers to Program Participation

- Upfront cost
- Pre-weatherization needs
- Income verification
- Co-pays for moderate income customers
- Coordinating with other entities to identify synergistic opportunities

Program Design

- Fuel-neutral weatherization program for limited-income households
- Supports measures with long term-solutions to reduce the energy burden of these homes as well as health and safety barriers
- Covers the entire cost of the improvements and pre-weatherization barriers, generally limited to \$15,000
- NH Utilities partner with CAAs, NHDOE, housing authorities, and nonprofits to identify customers
- Direct Install Pathway available after an audit or on-site assessment

Strengths and Challenges

Strengths

- Partnership with CAAs to access federal funding
- No cost for income eligible customers
- Use of private contractors increases productivity
- Multi-family projects allow for higher participation

Challenges

- Dependence on agencies for income verification
- Low cost-effectiveness
- Health and safety issues are important but expensive
- Serving moderate income customers
- Application of new realization rates
- High proportion of fossil fuel heated homes



Home Energy Assistance - Potential Changes and Considerations


- Reviewing individual measures to apply a deemed approach
- Updating savings based on impact evaluation results, interested in a near term refresh of the study to increase confidence in the results.
- Marketing based on new income verification vendor
- Additional outreach to manufactured homes
- Working with NHDOE to determine if their software can be used in conjunction with HEA

HEA Stakeholder Feedback

**Innovative
home energy
assessments
like
HomeBoost**

**Use of
prepay as an
energy
efficiency
solution**

- Q. Per NEEP's recent report, stakeholders should discuss ways to ensure better uptake of weatherization opportunities through use of home energy assessments. Solutions like HomeBoost can enable HEAs at a lower cost and are well suited to reaching NH's rural residents. We suggest a presentation of the HomeBoost solution and other advances in HEAs.
- A. The Utilities are interested in any sources of evaluation of the impact on the total projects' time, costs, and savings utilizing this process, not strictly the impact on the home energy assessment portion of a project.
- Q. A review of 16 prepaid electricity programs by ACEEE and Slipstream found an average of 9% energy savings for participants. New models of prepaid electricity do not require modifications to customer protections rules and do not rely on shut offs. Exceleron can discuss advanced in prepaid electricity and how customer engagement and linkages to demand response programs can deliver significant energy and peak demand savings.
- A. The Utilities are interested in any sources of evaluation that demonstrate prepaid billing as an energy efficiency measure.

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- Any clarifications we can provide?
 - Do you see additional opportunities for the Home Energy Assistance program?

Home Energy Performance

2024-2026 Plan Section 4.4

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

HEP Overview

- Comprehensive, whole-house approach to optimize energy efficiency and comfort at home
- Includes a comprehensive energy audit (building shell and mechanical systems). Valued at \$500, with no cost to the homeowner
- Customized recommendations for upgrades
- Incentives cover 75% of project up to \$6,000
- Financing of 0% and low interest loans up to \$15,000
- Leverages highly qualified and experienced contractors



Home Energy Performance – Barriers and Design

Common Barriers to Program Participation

- Upfront cost
- Cost vs. timeframe of savings
- Information barriers
- Lack of literal visibility into measures (lower appeal than appliances, for example)
- Low/no fuel consumption history
- Providing fuel history documentation
- Pre-weatherization needs

Program Design

- Comprehensive, whole home program that improves energy efficiency and comfort in residential homes
- Primary market for the program is existing electric and natural gas residential 1-to-4-unit family homes
- Program utilizes pre-qualified contractors
- Home Heating Index Tool screens customers to determine eligibility
- End to end services from audit to weatherization provided to customers

Strengths and Challenges

Strengths

- High customer satisfaction
- Simple audit process
- Third-party savings verification
- Comprehensive package provided to customers
- Bridge gaps between rebates and total costs with financing

Challenges

- Costs increasing while savings are decreasing
- Difficulty finding qualified gas jobs
- Confusion around program rules/policies
- Incorporating more multifamily
- Lack of visibility into in-process projects
- Limited number of trained weatherization workers
- High proportion of fossil fuel heated homes

Home Energy Performance - Potential Changes and Considerations

- Creating a more targeted multifamily pathway
- Increased trainings for installation contractors
- Improvements to customer journey and vendor support
- Expanding awareness and utilization of program financing offerings
- Switching to deemed savings where appropriate




HEP Stakeholder Feedback

On-Bill Financing

- Q. The DNV 2023 NH Market Barriers Study highlights upfront costs as a major obstacle to residential weatherization and efficient equipment, prompting a request to explore expanding on-bill financing.
- A. We agree that upfront costs are a barrier to adoption of energy efficiency, which is why each of the utilities has included on-bill financing for NHSaves HEP projects for many years, in addition to very low interest third-party financing. We will continue to explore ways to ensure customers have information about and access to financing to help with project co-pays, including expanding what measures are eligible.

Pay for Performance Approach

- Q. Consider piloting a pay-for-performance approach in NH Saves to align contractor incentives with program goals, boost actual savings, promote key technologies, and ensure quality workmanship.
- A. The Utilities are monitoring the outcome of HB 1285, which would establish an interagency task force to explore an R-PACER program for NH residents. If enacted, an R-PACER program would provide and presumably fund a pay-for-performance pathway, as described above.

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- Any clarifications we can provide?
 - Do you see additional opportunities for the Home Energy Performance program?

Recent Stakeholder Feedback: C&I Responses

Stakeholder Feedback

Thank you for your written feedback

We have updated all feedback on the website: <https://nhsaves.com/utility-partner-update/>

Today we'll cover some of the C&I comments

Comments related to ADR and ES HOMES will be addressed in future meetings.



C&I Stakeholder Feedback – To Be Included in Plan

Prescriptive Building Management System Offering

- Q. Recommend adding a prescriptive BMS offering and accompanying custom express analysis tool for the upcoming plan.
- A. The Utilities are in agreement and are pursuing for inclusion in the next plan.

Focus on HVAC sector

- Q. Recommend the plan include emphasis on engaging more HVAC and electrical contractors, syncing implementation and WFD efforts.
- A. The Utilities are in agreement and intend to increase the focus on the HVAC sector within C&I in the next plan.

Continued engagement with the CENH team

- Q. CENH Energy Circuit Riders are providing no-cost technical assistance, and referring to them under NHSaves website would be useful for cross-reference.
- A. NH Muni program administrators have already engaged with the CENH team and will more regularly meet to discuss how best to team with town officials to get more engagement.

C&I Stakeholder Feedback – Future Opportunities

CHP Offerings

- Q. Discussion regarding the role of CHP in the upcoming plan and how the measure impacts the 65% requirement would be useful.
- A. When cost effective opportunities arise, the Utilities pursue them. Yet, the Utilities cannot create reliable forecasts as the projects are infrequent and limited in number.

System Commissioning

- Q. Consider whether there is a role for system commissioning in the upcoming triennial plan.
- A. Working with evaluation teams to determine how savings could be captured and implemented. There is an opportunity on a retrofit project under current program offerings. Still exploring.

Ground Source Heat Pumps

- Q. GSHPs should also qualify for prescriptive incentives at the same level as ASHPs under C&I programs.
- A. We will review this suggestion for a prescriptive incentive adjustment to match other HPs.

C&I Stakeholder Feedback – Marketing

Website Content

- Q. Provide searchable project descriptions, case studies and incentive programs specific to small businesses (i.e., auto body shops, small manufacturing, food processing, retail, construction) on NHSaves website, which is referenced in most advertising, helping to find relevant resources.
- A. Thank you for the suggestion. The current C&I section on NHSaves.com is organized by fuel type, and each landing page includes relevant small business case studies at the bottom. Customers who search for business-related terms should be able to find all applicable content such as program pages, case studies, and more. We will explore options to further break out business types and feature the most relevant content within those categories. We will also include direct links to related case studies within our blog content to make it even easier for customers to find examples that match their needs.

C&I Articles

- Q. Frequent NHSaves articles on latest energy-saving technologies, with current incentive and support programs are very helpful reminders and resources for businesses for their ongoing efforts in identifying energy efficiency and cost saving opportunities.
- A. We're glad to hear that the articles on emerging energy-saving technologies and available incentives have been helpful. We plan to continue incorporating relevant case studies, project summaries, and incentive programs directly into our blogs to make it easier for businesses to find real-world examples and related opportunities. We also appreciate the suggestion to include more content on topics like CHP and heat recovery. As we determine our blog topics for Q1 2026, we'll be sure to include these areas of interest.

Questions & Discussion

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Next Steps

- Send written feedback on process/approach by Tuesday, 12/16 using the feedback matrix. (<https://nhsaves.com/utility-partner-update/>)
- January Meeting: Tuesday, 1/20 2-4PM
- Agenda will cover Products
- If needed, please review Products Section 4.3 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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