

# NH – Stakeholder Group

## Evaluation Update

2/17/26

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# Two Part Agenda

- Evaluation Background and Framework – multi-stakeholder collaborative process
- Strategic Evaluation Plan – including a focus on input

# Evaluation in NH / Key Conclusions

- Evaluation supports **continuous program improvement** and innovation BUT also provides the information needed for **accountability** for savings and that funds are well-spent.
- NH's collaborative evaluation framework has the utilities in a somewhat larger role than elsewhere, BUT there are **effective and active stakeholders for guardrails**, input, and checks – with continual process improvements.
- NH's evaluation work is providing evidence of **good program performance**, and savings at the program level that are close to expectations for C&I, and some trending in Residential.
- Followed by important review / input opportunity into Strategic Evaluation Plan

# Evaluation - The Basics

- **What is Evaluation, Measurement and Verification (EM&V)?**
  - The systematic collection and analysis of information to document the impacts of DSM programs and recommend improvements in program design and delivery
- **What are the main objectives of EM&V?**
  1. To support continuous program improvement and program innovation
  2. To provide accountability by ensuring that claimed program impacts are accurate and credible

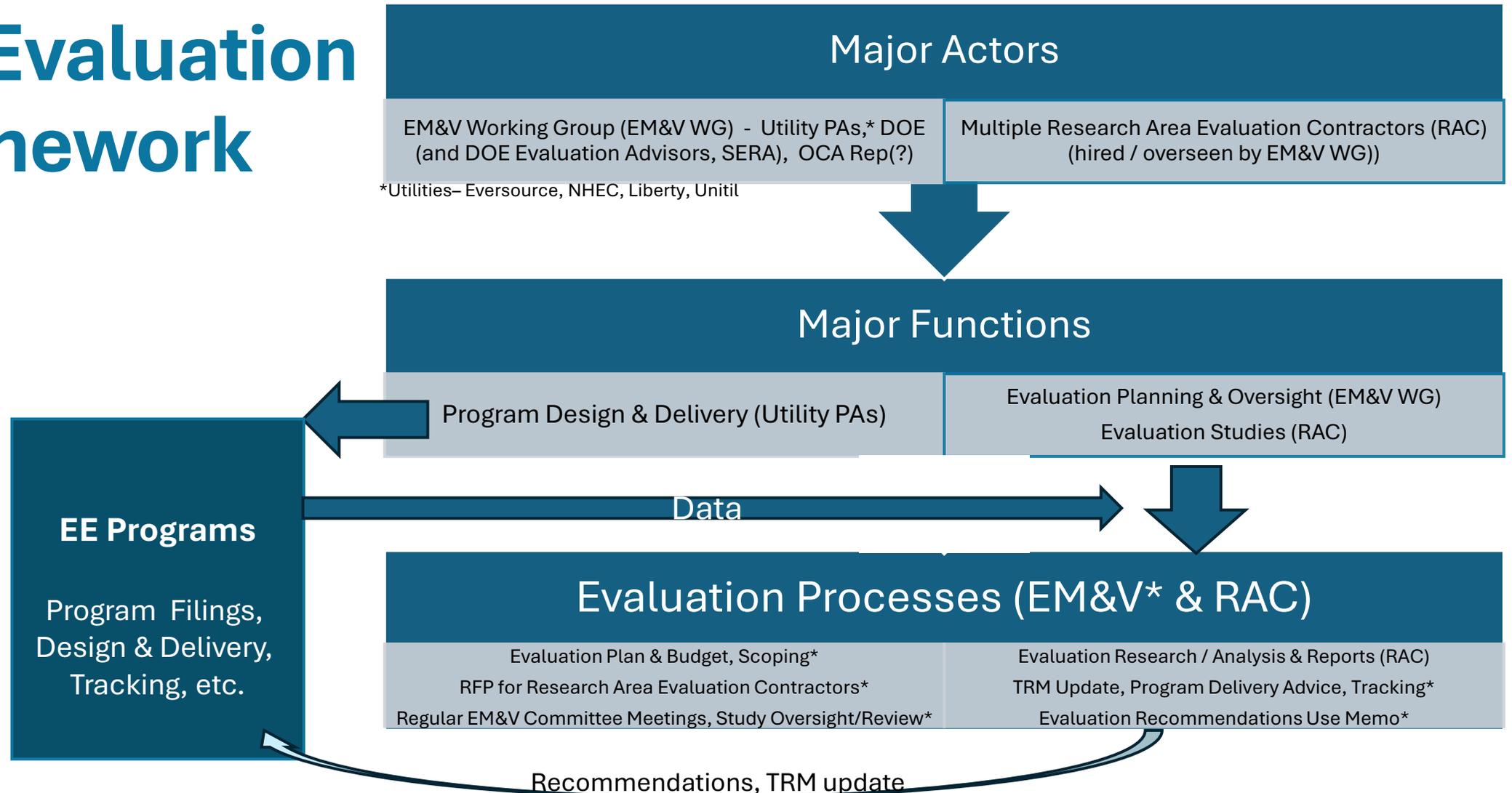
# Evaluation - The Basics, Continued

- **What are the main types of EM&V studies?**
  1. Impact evaluations
  2. Process evaluations
  3. Market assessment studies
  4. Data mining studies
- **What kind of training and background do evaluators generally need to have to do these studies?**
  - The wide range of EM&V activities means the field tends to be a big tent: economists, engineers, statisticians, other social science fields

# Evaluation Balance

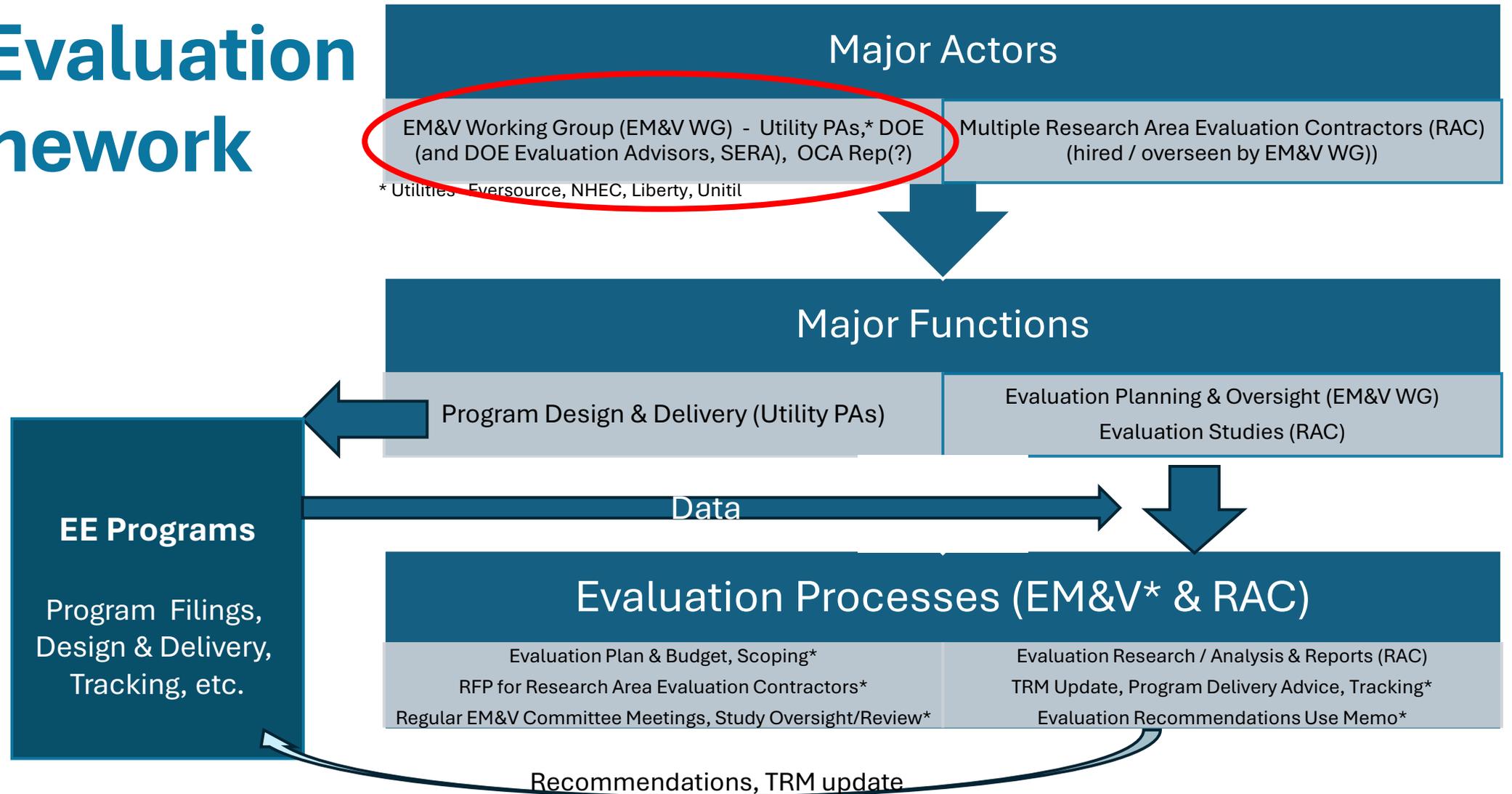
- **Continual Improvement focus**
  - Evaluating delivery & calculations
- **Budgets / Spending money wisely**
  - Avoid wrong decisions / increase program effectiveness
  - Strong prioritization process to ensure “right-spending” on evaluation
  - Statistical principles for efficient studies and budgets
  - Borrow and leverage studies where appropriate
  - Small percent to oversee State’s program effectiveness & delivery and avoidance of wrong directions – legislated maximum for evaluation is 5% of program budgets
- **Guardrails – avoiding conflict of interest (evaluation / implementation)**
  - Multiple stakeholders involved in the Evaluation Process / Steps / Framework (next slide)

# NH Evaluation Framework



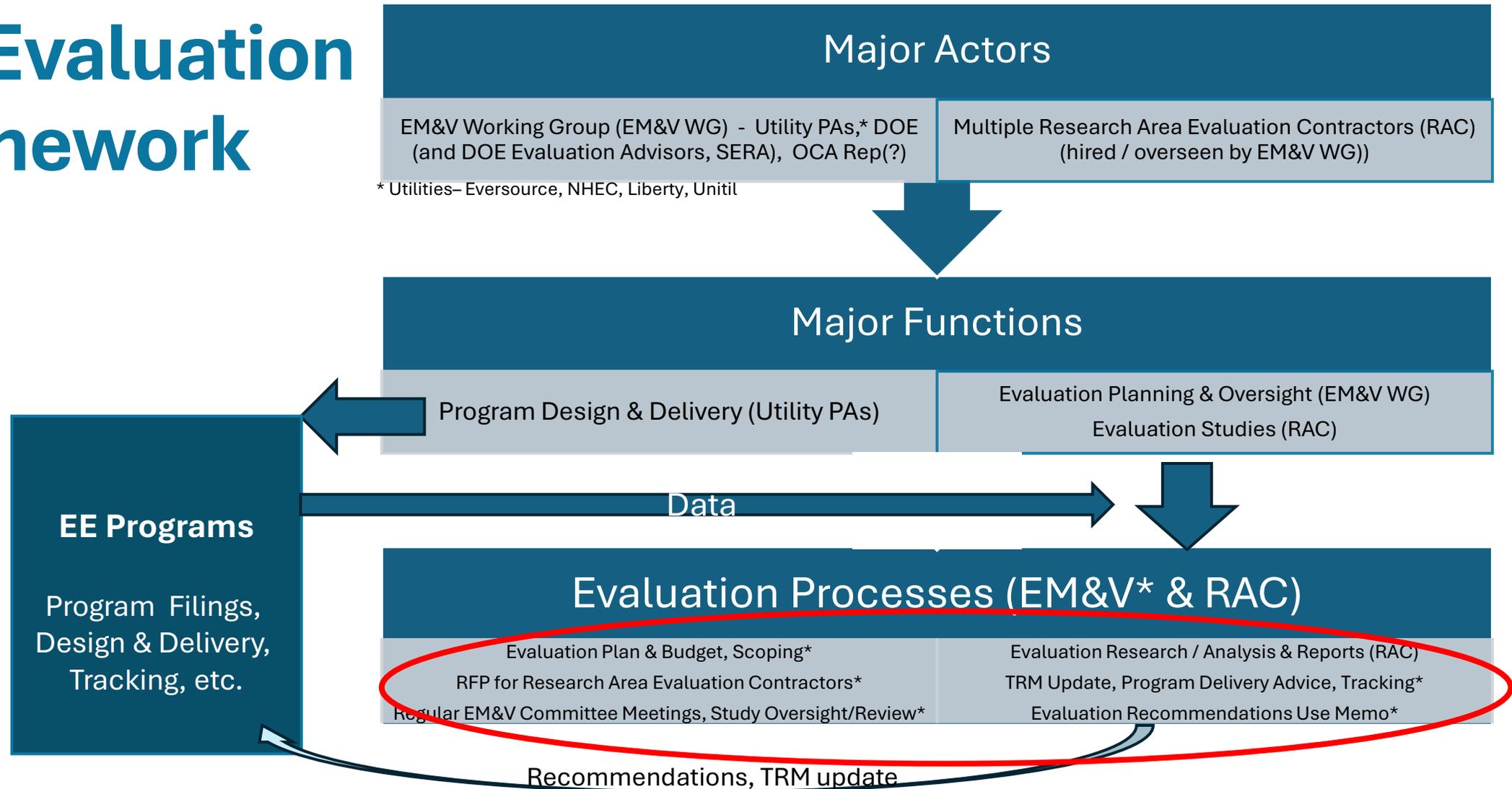
**Summary:** EM&V WG allows all EM&V **Stakeholders to have meaningful roles, input** and oversight in all evaluation processes. Utilities have the staffing to take leadership role, but all WG members are **involved & work to stay active & serve as “champions”** of some efforts. **Collaborative / consensus** environment with specific checks (e.g. TRM updates & Evaluation Use Memo comments\*). **Independence** of evaluation is important to all members.

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# **Recent and Upcoming (2024-26) Studies – Evaluation Input to Programs**

# Annual TRM Process / Summary of Changes

- **TRM Key repository document:**

- Contains values, factors, calculation methods and/or deemed savings
- Is used by vendors to calculate a priori savings
- Ensures consistency, uniformity, and transparency of calculations for savings & tracking
- Is updated regularly
  - Using evaluation results / research (including regular / periodic program impact studies)
  - To assure calculations represent most accurate results

- **Number of measures affected & types of changes in 2026 TRM**

<b>Sector</b>	<b>Updated Impact Factors from Evaluation Studies</b>	<b>Code Updates, Calculation Changes, Corrections and Clarifications</b>
Residential	10	2
C&I	60	11

# Recent Studies - Residential Customer Profile Study

- Examined the distribution of program **participation, incentives and savings** across various subgroups within the overall residential population
  - Relied primarily on mining of program tracking data
  - Looked at outcomes for the overall program portfolio, by program, and by fuel
  - First study of its kind in New Hampshire
- A few **highlights** from results:
  - Compared to MA and CT, NH residential programs save a **lower percentage** of total consumption, but achieve the **highest savings per incentive dollar**
  - For HEA and HEP combined, **low-income households** account for 26% of households but 36% of total savings
  - Homes with **delivered fuel** as primary heating source account for 67% of NH households but only 43% of savings
  - **Savings per household higher** in urban areas, driven in part by lower saturation of delivered fuels there
  - For both HEA and HEP, **renters** generally have lower relative savings than owners
    - Most pronounced for 2-4 unit buildings

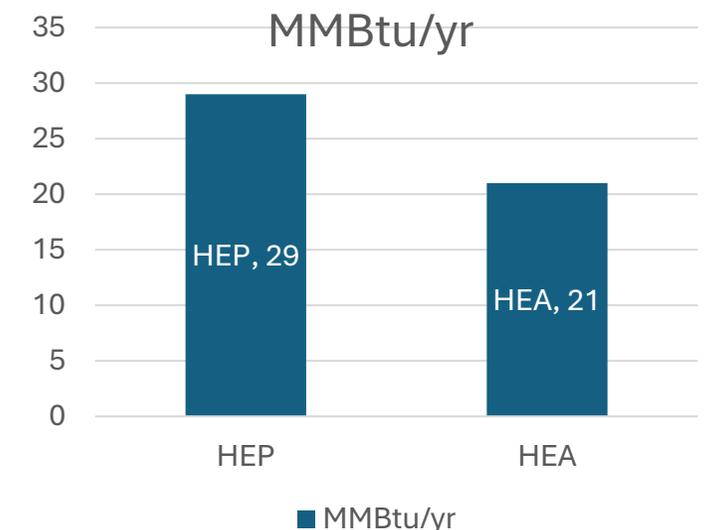
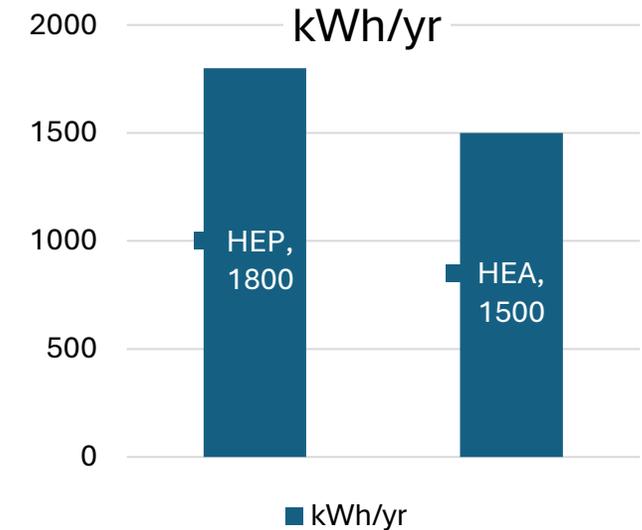
# Recent Studies - HEA and HEP Impact and Process Studies

- **Impacts / Savings**

- **HEP saving more** per home than HEA
- Savings per home has **declined for HEA**
- Both programs have savings **higher than savings in surrounding states.**
  - HEP --1,800 kWh/yr and 29 MMBtu/yr in electric and gas heated homes, respectively
  - HEA --1,500 kWh/yr and 21 MMBtu/yr

- **Process Evaluation / Program Delivery**

- **Budget** limits numbers served and depresses size and quality of workforce
- Reaching **multifamily**, other than public housing, remains challenging for both programs



# Recent and Upcoming - NEIs Update

- **NEBs/NEIs** – effects delivered by programs beyond energy savings – 3 types
  - Included in NH’s Primary Granite State test for low income sector; only in secondary test for other sectors
- **5 NEIs in 3 areas** estimated in low-income residential studies
  - Comfort, noise, illnesses; substantial value to low-income participants
  - Updated calculations shows **similar “adder” results as previous studies**
- EM&V considering estimating additional categories:
  - **economics** (NH job creation), adjusting work previously conducted, and
  - **“hardship”** reductions (arrearages, etc.)

# Other Recent and Upcoming Results – Heat Pumps

- Heat pumps are included in the **Small Business and Residential HEA programs**, which were recently evaluated
  - Heat pump **activity was small**, and heat pump specific savings results were not provided
- The Residential Energy Star Products program evaluation is in progress and is planning to provide heat pump specific results
- NH program activity is focused on **Lost Opportunity installations** of efficient heat pumps using a standard efficiency heat pumps as the baseline.
  - Regulatory guidelines limit replacement of non-electric heating systems with heat pumps (**fuel switching**).
- EM&V activity in neighboring states is focused on fuel switching applications because of **electrification goals**; not directly applicable to NH programs.

# Other Recent and Upcoming Results – Commercial Boiler Field Metering Project

- Condensing boilers only **deliver full savings IF they “condense”**. Otherwise, they operate at reduced efficiency; ~87% instead of expected 95-98%.
- Research question: **Are program-installed boilers condensing *in the field*?**
  - Are energy efficient condensing boilers operating at conditions, temperatures & settings that allow the boilers to condense properly and reach their rated efficiency?
- **Currently metering** sample of Commercial boiler efficiency factors (small/med/large) across temperatures
- Early results show the majority are not condensing, leading to ~1/2 **expected savings**
- Project will review options for **operational and other recommendations** that could help deliver the expected savings going forward.
- Study could be expanded to include **residential** boilers which may have the same issues.

# Wrap- Up

- Evaluation toward **continuous improvement**
- Utility led, but **collaborative** evaluation process with **input, feedback, checks from multiple stakeholders.**
  - Planning, contracting, contractor work & oversight, and application / incorporation of results. Input to draft SEP
  - WG members help **develop options for evaluation process improvements.**
- Evaluations are generally showing **good progress** in programs, and savings at levels expected, especially for C&I; some trends in residential.
- ... Questions, then discussion / input into Strategic Evaluation Plan

**Questions / comments?**

# Context / Background and the SEP