

Mass Save

Home Energy Services Program

1-4 Family Buildings

Sponsored by National Grid

Nantucket



Agenda

- Why we're here and why we need your help!
- CSG's Role
- Mass Save Home Energy Services (HES) Overview
- Home Energy Assessment (HEA) Overview
- Available Incentives
- Independent Insulation Contractor (IIC) Overview and Requirements
- Home Performance Contractor (HPC) Overview and Requirements
- Training Opportunities
- Questions



Why we're here and why we need your help

- National Grid establishing a more LOCAL presence
 - New business opportunities for Nantucketers
 - Introduce Mass Save Home Energy Services Program model
 - Serve Nantucket residents in a timely manner
- Energy Efficiency Matters
 - Save money and energy
 - Increase comfort
 - Join the national movement to lower your carbon footprint



Conservation Services Group



CSG Role

- Lead Vendor for National Grid
 - Program management and achievement of goals
 - Provide Home Energy Assessments (HEAs)
 - Oversight of Independent Insulation Contractors (IICs) and Home Performance Contractors (HPCs)
 - Reporting to National Grid
 - Merit Based Work Allocation
 - Performs Quality Control Inspections



Conservation Services Group



Mass Save Home Energy Services Program

Customer Eligibility:

- Must be 1 – 4 unit property
- Residential (R1) electric account with National Grid



Home Energy Assessment (HEAs)

- Site-Specific Evaluation
 - Thermal Envelope (Air Sealing, Insulation, Windows, etc.)
 - Mechanical Systems (Heating, Domestic Hot Water, Air Conditioning)
 - Appliances & Lighting
 - Over 350 HEAs have happened since National Grid committed to quarterly trips
- Identify possible barriers
- Develop Work Scope for Weatherization



Home Energy Assessment *(continued)*

- Immediate Savings Measures:
 - Energy Efficient Lighting
 - DHW measures (low flow showerheads & aerators)
 - Programmable thermostats
 - Advanced Power Strip
- Provide Information on:
 - Incentives
 - Financing
 - How to proceed



Program Incentives

- Instant to customers avoiding out of pocket costs
- Paid to contractor upon completion of job
- Used as a Sales Tool for contractors



Program Incentives

- Thermal Envelope (for all heating fuels)
 - No Cost Targeted Air Sealing
 - 75% Incentive on Insulation (up to \$2,000 cap)
- Oil or Propane Heating & DHW Equipment
 - Heating Systems: \$300 - \$500
 - DHW Systems: \$300
 - Boiler Reset Control: \$100
- Energy Star® Refrigerator:
 - Must replace existing qualified unit: \$150
- Mass Save 0% HEAT Loan



Independent Contractor Participation

Two ways to participate:

- Independent Installation Contractor (IIC)
 - Performs weatherization installations
- Home Performance Contractor (HPC)
 - Provides Home Energy Assessment
 - Performs weatherization installations



Mass Save Operations Main Processes

	Customer entry point		
Process Steps	Lead Vendor / Program Administrator	Home Performance Contractor (HPC)	Independent Installation Contractor (IIC)
Customer outreach	Call Center Lead Vendor / Program Administrator	HPC	IIC
Energy Assessment	Lead Vendor	HPC	Lead Vendor
Installation	Assigned Contractor	HPC	IIC
Quality Assurance/ Quality Control (QA/QC)	Lead Vendor or Third party QA/QC Vendor	Lead Vendor or Third party QA/QC Vendor	Lead Vendor or Third party QA/QC Vendor

Independent Installation Contractors (IICs)

- May bring customers into the Mass Save Program
 - Requires site visit, work scope & Participating Contractor Referral (PCR) form submittal
 - CSG conducts Home Energy Assessment (HEA)
 - CSG returns approved work scope to IIC
- Unaffiliated customers will be assigned to IICs via a Merit-Based Work Allocation system



IIC Workflow Process

1. Customer calls Mass Save requesting services
 - If customer identifies a contractor, note made in the database
 - PCR must be received at CSG before HEA to complete “tag”
2. Customer Contract presented with HEA report
 - Non-affiliated customers may choose an IIC or have one assigned by the Program
 - Customer affiliation with an IIC through the Contractor Referral process is confirmed



IIC Workflow Process *(Continued)*

4. CSG executes Customer Agreement and Collects 1/3 of Customer Cost as down payment upon execution
5. CSG Assigns that agreement to IIC
6. Assigned work orders must be acknowledged and accepted within 2 business days
7. IIC completes work, then:
 - Submits completion documentation to CSG
 - CSG remits payment to IIC of customer down payment and PA share within 15 days
 - IIC Bills Customer directly for remaining 2/3 of Customer Cost Share



Home Performance Contractors (HPCs)

- Acquires customers
 - Brochures and flyers provided by the Program
- Conducts the Mass Save HEA
 - Energy assessment software provided by CSG
 - Develops work scope
 - Clears roadblocks
 - Provides customer with agreement to do work
- Performs weatherization installations



Credential Requirements

- Both IICs & HPCs:
 - Valid Massachusetts Unrestricted Construction Supervisor License (CSL)
(or)
 - Valid Massachusetts Insulation Construction Supervisor Specialty License (ICSL)



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Credential Requirements *(continued)*

- Additional Building Performance Institute (BPI) requirement for HPCs:
 - BPI-accredited contracting companies:
 - Must have a minimum of one (1) staff member holding a valid BPI Certification as an Envelope Professional.
 - All Energy Specialists must hold a valid BPI Certification as a Building Analyst within 6 months of hire.
 - Non-BPI-accredited contracting companies:
 - Must have a minimum of one (1) staff member holding a valid BPI Certification as an Envelope Professional.
 - All Energy Specialists must hold a valid BPI Certification as a Building Analyst.



Credential Requirements *(continued)*

- Installation Work Crew Chiefs
 - A certified crew chief must be present at each job site for the duration of the job
 - Each crew chief must complete one of the following certification pathways:
 - BPI Crew Chief Certification (Residential Building Envelope Whole House Air Leakage Control Crew Chief Certification)*
 - DOE Weatherization Crew Chief certification
 - Boot Camp Authorization + Combustion Safety Training
 - Boot Camp Authorization + BPI Building Analyst Certification
 - Other RMC-approved training/authorization that demonstrates knowledge of proper air sealing and dense pack techniques, job site management, and combustion safety testing

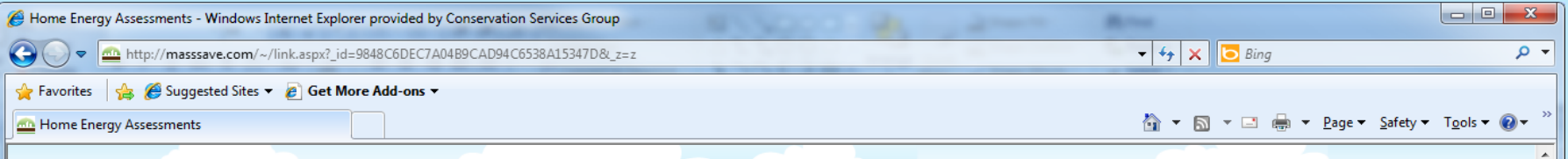


* = this certification is not yet available but is expected soon

Training Resources

- CSG Orientation Presentation (1 day, flexible venue)
- Cape & Islands Self Reliance:
 - <http://www.reliance.org/contact-us.asp>
- South Middlesex Opportunity Council (SMOC)
 - Green Jobs Academy: <http://smoc.org/index.asp?pgid=192>
- Building Performance Institute (BPI)
 - Find an Independent Training Organization:
http://www.bpi.org/schedules_training.aspx
- Other opportunities and resources:
<http://www.masssave.com/professionals/training-and-certifications>





For the Most Current Info: www.MassSave.com

Home Energy Assessments

Get the details on home energy assessments.

Utilizing a "house as a system" approach, the Home Energy Assessment focuses on your home's thermal envelope (shell insulation and air leakage conditions) and mechanical systems to identify cost effective energy efficiency improvement and/or replacement opportunities. Regardless of the fuel you use, we will evaluate all opportunities to save you energy.

Search

Overview

Lighting & Appliances

Income-Eligible Programs

Heating & Cooling

Find Incentives

Explore Services

→ Get The Facts

Building a House or Addition

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1-4 Family
Home Energy Assessment:
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Thanks!

