

January 7, 2025



3 Year Plan 2025-2027

WE ARE MASS SAVE®:



Introduction

The 2025-2027 Plan **builds on more than two decades** of ratepayer investment in energy efficiency and electrification in the Commonwealth.

These nation-leading programs support **approximately 76,000 high-quality, energy efficiency and electrification jobs** in Massachusetts.



Evolving Program Mandates

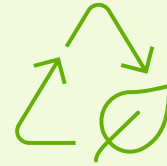
- The 2008 Green Communities Act mandated that electric and gas utilities develop comprehensive plans to capture **all available, cost-effective energy efficiency and demand resources**.
- In 2021, the Climate Act was passed, which requires the EEA Secretary to establish a GHG reduction goal for the three-year plans.
 - For 25-27, the Secretary's goal requires the Plan to achieve **1 million metric tons of CO2e** reductions
 - Measured as reductions *in 2030* from the measures installed in 2025-2027
 - "At an assumed budget of **less than \$5 billion**"
 - Emphasis on equitable delivery of programs and improved customer experience
- 2025-2027 Plan was submitted on October 31st; final Order from Department of Public Utilities by February 28th

What We've Done & What We're Doing

Since 2013



Weatherized approximately **350,000 homes**, including **70,000 low-income households**.



Delivered over **153 million megawatt-hours (MWh)** and **4.7 billion therms** in energy savings, as well as **\$31 billion** in total benefits to customers.



Supported the installation of heat pumps in over **75,000 homes and businesses** (since 2019), including **3,600 low-income households**.



Invested **\$1.1 billion in improvements** that lower energy bills and improve health, safety, and comfort for low-income households.



Reduced greenhouse gas (GHG) emissions by **3.7 million metric tons** of carbon dioxide equivalent (CO₂e), the same as of taking 800,000 cars off the road for a year.



Provided **\$6.7 billion** in customer incentives.

The Next Three Years



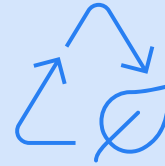
Weatherize **184,000** homes, including **75,000** low- and moderate-income households.



Support the installation of heat pumps in over **119,000** households, including **23,000** low- and moderate-income households.



Reduce GHG emissions by **1.0 million metric tons of CO₂e.**



Deliver 8.3 **million MWh** and **1.1 billion therms** in energy savings and **\$13.7 billion** in total benefits to customers.



Over **\$1.9 billion in incentives** paid to low- and moderate-income customers and renters.



Provide over **\$3.4 billion** in customer incentives.

How We're Going To Do It



The Pillars



Reduce Greenhouse
Gas Emissions



Enhance Program
Access For All



Deliver an improved
customer experience



Strengthen and
Diversify the
Workforce

Reduce Greenhouse Gas Emissions

- Achieve **8.3 million MWh and 1.1 billion therms in energy savings**, including by weatherizing over **185,000** homes and small businesses
- Drive electrification of new and existing buildings, including by supporting the installation of heat pumps in **119,000** homes
- Support GHG reductions for C&I customers via new measures **designed specifically reduce emissions and decarbonization planning**
- Introduce a **coordinated approach** to joint electrification funding and delivery
- Reduce the costs of electrification to ratepayers by **pursuing outside funding**



Expand and Innovate Decarbonization Solutions

- Continue robust **residential weatherization and electrification** efforts
- Revise the New Construction program rules to require **all electric buildings**
- Dramatically expand **C&I Existing Building Commissioning**
- Enhance C&I TA studies to support **long term electrification planning and decarbonization roadmaps**
- Begin to incentivize **non-energy saving GHG reduction measures** (gas and refrigerant leak repair, carbon sequestration, embodied carbon)



Enhance Program Access for All

- Increase moderate-income customer participation by **reducing barriers to qualification**, making the offering available to moderate-income renters, eliminating out-of-pocket costs for weatherization and electrification, and improving the customer experience
- Drive **increased weatherization and electrification** of rental units and low- and moderate-income housing in equity communities
- Continue to **expand access** to weatherization and electrification for low-income customers



Enhance Program Access for All

- Support **energy efficiency and electrification improvements** in schools in equity communities
- Increase **participation for renters statewide** by delivering enhanced weatherization and barrier remediation
- Enhance **language access for LOTE** (Languages Other Than English) customers
- Help minimize energy burdens for low- and moderate-income customers via clean energy adoption



Deliver a State-of-the-Art Customer Experience

- Provide holistic, multilingual support for all customers via the creation of a **statewide contact center**
- Ensure timely rebate processing and an **improved rebate experience**
- Provide **a simplified, managed delivery option** for the installation of heat pumps, starting with low- and moderate-income homeowners and renters
- Standardize the **custom pathway for C&I customers**
- Invest in **digital enhancements and improved reporting**



Strengthen and Diversify the Workforce

- Collaborate with the Massachusetts Clean Energy Center to increase workforce diversity, **doubling annual funding from \$12 million to \$24 million per year.**
- Increase supplier diversity, with an aspirational benchmark of **15% of dollar volume contracted with diverse suppliers.**
- Expand and **strengthen a robust heat pump installation workforce** via the Heat Pump Installer Network
- Expand **C&I training opportunities**



Looking Forward



Efficiency and Decarbonization are Part of Broader Planning and Policy Discussions



Clean Heat
Standard



Electric System
Modernization
Plans (ESMP)



Rate Design



Future Of Gas,
20-80



Energy Burden and
Affordability Docket



Utilization of IRA
and other
Federal Funds



BERDO/BEUDO type
regulations



Municipal Fossil
Fuel Bans

Questions?

WE ARE MASS SAVE®:



Expanded Support for Opportunity Identification and Scoping

Offering	Description	Common Target Customers
Portfolio Prioritization Plan (PPP)	Light-touch multi-building study leveraging equipment inventories and benchmarking to prioritize buildings for further near-term study	Municipal, Commercial Real Estate, Restaurant
Comprehensive Building Assessment (CBA)	Single-building decarbonization assessment covering EE <u>and</u> electrification opportunities	Any mid-size facility
Focused Technical Assistance Study	Detailed study of economic and energy impacts for specific measure(s). Often needed for custom project application.	Custom projects
Decarbonization Roadmap	In-depth multi-building study of multiple decarbonization strategies with plan to implement over long timeframe. Support GHG modeling, BERDO compliance, and ad hoc requests.	University, Hospital; strong appetite to decarbonize

Dramatic expansion of support for decarbonization assessments

Non-Energy GHG Mitigation Measures

Introducing cost-efficient measures to provide customers with additional opportunities to reduce GHG emissions

Behind-the-Meter Gas Leaks



Embodied Carbon



Refrigerant Emissions Mitigation



Carbon Capture



Existing Building Commissioning (EBCx) Goals and Outcomes



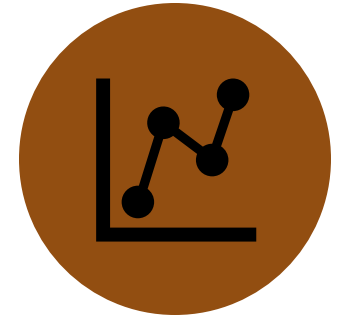
Commissioning!
Identify ways
building system(s)
don't meet current
use intent



Energy Savings
Finding and
claiming retrofit
savings from
measure
implementation



**ID Capital
Measures**
If found, refer
capital measures to
appropriate EE
pathways



**Set Up for Ongoing
Support &
Improvement**
Training, update
O&M docs, improve
data availability on
site