

Residential Retrofit Programs

Exemplary Programs

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*Residential Retrofit Programs
Exemplary Program*

***HomeBase Retrofit Program
Vermont Gas Systems, Inc.***

PROGRAM OVERVIEW

The HomeBase Retrofit Program offered by Vermont Gas Systems, Inc. (VGS) is designed to reduce natural gas consumption and peak demand in residential buildings that use natural gas for space heating. Domestic hot water conservation measures are also installed as appropriate. All residential dwellings that use at least 1400 Ccf of natural gas per year are eligible for program services. Priority for program participation is given to customers with the highest annual natural gas usage, followed by customers who are elderly, disabled and/or low-income. For low-income projects there is a nominal 900 Ccf per year minimum usage requirement, although now low-income projects were denied a screening in 2006 due to insufficient usage.

The HomeBase Retrofit Program offers a package of services to help customers reduce their natural gas use, including:

- Energy audits to identify cost-effective energy savings measures,
- Financial incentives for implementation of recommended measures, and
- Technical and project management services to encourage the installation of recommended measures.

Program staff perform energy audits of each participating building to identify cost-effective energy-efficiency measures. The building's previous natural gas consumption patterns and potential improvements are modeled using a computer audit tool developed by VGS. Building owners are provided a written report summarizing the audit results and detailing the incentives available for cost-effective measures. The report also includes a list of contractors and the specifications needed for contractor bidding.

In addition to financial incentives, the program provides technical assistance and project management services at no cost to building owners. Customers have the choice of obtaining competitive bids for performing the cost-effective measures recommended or having VGS assign a pre-screened contractor through a "FastTrack" option. For the past several years almost all customers have chosen the FastTrack option. VGS also offers assistance in obtaining bids for those customers who do not choose this option.

VGS provides cash incentives to property owners who install the measures recommended in the audit reports generated by the program. Incentives are set equal to one-third of the installed measure cost if the building owner pays the heating bill for the property. Where tenants pay the gas bill in rental properties, the incentive to the owner is 50% of the installed measure cost. In either case VGS will offer reduced interest financing for the balance of the installed measure cost through the Opportunities Credit Union (OCU—formerly the Vermont Development Credit

Union). Currently customers are offered a choice of rates and terms to suit individual circumstances.

VGS prepays OCU to buy down the loan interest to the following rates, depending on the customer's preferred loan term: 0% for three years, 2% for five years, or 4% for seven years. VGS assists customers with the loan application. Once OCU approves loan applications, VGS contacts the contractors to schedule the measure installation. To qualify for this financing, customers must have an older furnace or boiler that is fully operational, but for which replacement does not qualify for prescriptive incentives through VGS' HomeBase Equipment Replacement Program (which targets equipment needing replacement, along with some new installations through fuel-switching)

VGS offers to include the full cost of the replacement furnace or boiler up to \$5000 in the reduced-interest loan offered through the OCU provided the customer also commits to installing all of the recommended retrofit shell work. This leverages increased retrofit savings with very little additional administrative or audit costs, and is offered in lieu of a rebate through the Homebase Equipment Replacement program.

VGS offers another residential program, HomeBase Equipment Replacement that complements the HomeBase Retrofit Program by offering financial incentives according to a fixed rebate schedule for purchase and installation of water and space heating equipment that exceeds both the current standards established by the National Appliance Energy Conservation Act (NAECA) and the de facto baselines in the region. Together these programs offer VGS residential customers a comprehensive set of services to upgrade and improve the efficiency of natural gas equipment and systems for space and water heating.

VGS assists and coordinates services for low-income customers and owners of multi-family properties serving low-income customers. The same services are available, although in these cases VGS works with the Champlain Valley Office of Economy Opportunity Weatherization and Efficiency Vermont to provide the services.

PROGRAM PERFORMANCE

HomeBase Retrofit program achieved a savings of 6,419 Mcf for calendar year 2006. Total expenditures were \$433,467. A total of 154 customers installed measures in their homes; in most cases a single customer installed multiple measures under one completion. The measures installed by customers in 2006 are broken down as follows:

- 126 addressed air infiltration,
- 60 made heating systems improvements,
- 144 improved the building shell/envelope, and
- 8 made water heating system improvements.

Since program inception (1993) the program has saved 77,961 Mcf at a total cost of \$4,764,645. Over this entire period there have been a total of 1,616 installations completed.

LESSONS LEARNED

Key elements of this program that contribute to its success include:

- Customers are eligible for a full package of services—initial auditing and analysis, financial incentives to implement recommendations, and technical and project management services to encourage the installation of recommended measures.
- Use of the “Fast Track” option for contracting for services: VGS assigns pre-screened contractors to customer jobs.
- Coordination with other VGS programs and services---as well as other non-VGS efficiency programs, such as Efficiency Vermont and Burlington Electric.
- Provisions are made to address the unique needs of low-income and multi-family customers; VGS coordinates services as necessary with other agencies serving these customers.
- Ability to offer attractive financing has encouraged customers to take action to help reduce their energy bills while enhancing the comfort of their home.
- VGS ability to act as a third party (for the customer) in the retrofit process allows VGS the flexibility to offer cost effective measures to our customers without bias.

PROGRAM AT A GLANCE

Program Name: HomeBase Retrofit Program

Targeted Customer Segment: Residential customers who use at least 1400 Ccf of natural gas for space and water heating per year.

Program Start Date: 1993

Program Participants: For calendar year 2006, 154 customers installed measures and VGS completed 303 energy audits. From inception, 1,616 installed measures, 3,158 audits completed.

Annual Energy Savings Achieved: 6,419 Mcf saved for calendar year 2006. Since inception the program has saved, 77,961 Mcf.

Peak Demand (Summer) Savings Achieved: 81.6 Mcf peak day avoidance for calendar year 2006.

Since program inception, 1,012 Mcf savings have been achieved.

Other Measures of Program Results to Date:

For CY 2006 the HomeBase retrofit program has a benefit to cost ratio of 2.10

Budget: \$406,523 for calendar year 2006

Funding Sources: Through customer rates.

Best Person to Contact for Information about the Program

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*Residential Retrofit Programs
Exemplary Program*

***Home Performance with ENERGY STAR® Program
New York State Energy Research and Development Authority***

PROGRAM OVERVIEW

The Home Performance with ENERGY STAR® Program stresses a “house-as-a-system” philosophy and enables its participating contractors to be able to provide “one-stop shopping” for customers interested in making energy efficiency related upgrades to their homes. Through the program, a participating contractor performs a comprehensive home assessment, develops a work scope, and contracts to do the improvements. This assessment identifies areas in the home where cost-effective; energy efficiency improvements can be made while identifying measures that can improve the comfort and safety of the home. To ensure the effectiveness of the energy efficiency improvements, diagnostic tests are performed both before and after the work is completed.

The program provides subsidized training and helps contractors obtain certification and accreditation from the Building Performance Institute (BPI), which is the core of the program. BPI is a national resource for building science technology that sets the standards for assessing and improving the energy performance of homes while also stressing comfort and safety.

The Home Performance with ENERGY STAR Program is administered by the New York State Energy Research and Development Authority (NYSERDA). There are a variety of organizations involved in implementing this program. From 2001 to 2006, Conservation Services Group (CSG) was the primary program implementer with the following roles; recruitment, incentive processing, quality control, and quality assurance.

At the beginning of 2007, a number of competitive solicitations were awarded to allow the program to be run more effectively. The roles and responsibilities are now as follows:

- **New York Energy \$martSM** Communities Program: recruits mid-stream partners and performs consumer outreach.
- Hudson Valley Community College: in coordination with other Community Colleges across the state, administers program training for residential contractors.
- Building Performance Institute: sets the standards the contractors must follow when performing work in the program.
- CSG Implementation: handles program design, approves job work scopes, processes mid-stream incentives, performs all quality control functions, handles customer and contractor complaints
- Honeywell: performs all quality assurance functions
- CSG Marketing: marketing strategy, public relations, and partner support to effectively promote the program and increase participation

To make participation in the program possible for more households, subsidies are available to income-eligible New York households to complete energy efficiency upgrades to their homes. The Assisted Home Performance with ENERGY STAR Program offers additional financial assistance for households in one- to four-family homes with total household incomes less than 80 percent of the state median income. Households may be eligible to receive a 50% subsidy on the cost of the work, up to a maximum of \$5,000 per household or \$10,000 for two- to four-family homes. The balance of the cost of the work can be financed using one of the program's low-interest loan options.

Currently there are 621 actively participating BPI-certified professionals. Efforts to recruit and train new contractors are ongoing and are a cornerstone of the program's success. In addition to training in building science, contractors receive training in marketing energy efficiency and have access to professionally designed advertising materials and co-op marketing funds. They benefit from a high-impact, results-oriented marketing campaign that promotes the overall program. Financial incentives are available for contractors who perform the energy efficiency work and low-interest financing is available for homeowners participating in Home Performance with ENERGY STAR.

PROGRAM PERFORMANCE

Since the inception of the program through March 31, 2007, nearly 15,000 existing New York homes have been improved to use up to 40 percent less energy. With each family saving an average of \$742 per year, that is a cumulative savings of more than \$10.3 million per year. Additionally, New Yorkers have reduced their energy usage by more than 13.5 million kWh in electricity and over 631 billion BTU of oil and gas¹. NYSERDA's Home Performance with ENERGY STAR estimates that the program has achieved a lifetime total savings of \$110 million due to improved energy efficiency of nearly 15,000 homes in New York. These homeowners also have increased the comfort, health and safety of their homes.

In 2006 Home Performance with ENERGY STAR experienced a spike in the rate and number of homes improved for energy efficiency, performance and comfort. In previous years, the program averaged about 200 completions per month. In 2006 completions jumped to approximately 400 per month. Over 4,000 homes were improved through the program in 2006 alone. The Assisted Home Performance Program saw a similar significant surge in 2006. In a single year, over 1500 families received assistance for efficient home improvements, a significant increase from previous years.

LESSONS LEARNED

Since its inception in 2001 NYSERDA's Home Performance with ENERGY STAR Program has focused on long-term market transformation, rather than short-term customer incentives as a means to capture available energy savings. After more than six years of program

¹ New York Home Performance with ENERGY STAR and New York ENERGY STAR Labeled Homes Monthly Report March 2007

implementation, the benefits of NYSERDA's approach are becoming apparent as the market for this type of residential service seems to be approaching the tipping point. The program has reached the point where many contractors have fundamentally changed their approach to home improvements, indicating a sustained market change.

The program was rolled out on a market-by-market basis in order to test the approach and build the program and associated markets. As a result, in some New York markets, Home Performance with ENERGY STAR is an established brand. In others, the program has been introduced but is still emerging. In the New York City market, the program was introduced just over a year ago. The program's strategy, from recruiting to implementing to marketing, recognizes the unique goals of various markets and offers a targeted approach. Contractor incentives were customized to meet the specific market needs. To grow the less established areas contractors were offered bigger incentives for accreditation, training and equipment.

To further help contractors achieve the certification and as a review for contractors already in the field, NYSERDA developed an interactive online training that highlights lessons and field experience learned in a "Building Analyst" training class. NYSERDA also issued a solicitation to establish a network of community college training centers across the state, allowing more opportunity for contractors to join the program. In addition, training options have expanded to include business, sales, and marketing training. NYSERDA, in conjunction with Affordable Comfort, Inc., held its bi-annual conference and awards banquet ("Solutions for Success") focusing on contractor training and achieved record attendance with over 500 building professionals attending.

To keep contractors connected, informed and inspired, password protected pages designed especially for program partners were established on the NYSERDA website, www.GetEnergySmart.org. Participating contractors access program announcements, co-operative advertising program guidelines, logos, forms, testimonials and case studies. Everything that they need to participate in the program is in one place, making it easier than ever for contractors to help their customers reduce energy usage.

Creatively the marketing campaign was transformed away from a celebrity driven outreach to a strategy using real people and real stories. Putting a local face on residential energy efficiency blasted through tired myths about energy efficiency and made saving energy an accessible goal. Real customers told their stories about saving energy and money in TV ads, print ads, case studies, PR outreach and on the web. This advertising and public relations has been effective with its focus on compelling, personal, local stories, attractive design and consistent messaging. Focus groups conducted recently show consumers respond positively to the advertising.

Co-operative advertising added powerful synergies to the program, as contractors must include Home Performance with ENERGY STAR in their company's advertising to receive incentives. Cooperative advertising helps contractors build their own business while also promoting the program. During 2006 an additional \$900,000 in program advertising was generated from the advertising efforts of the contractors.

PROGRAM AT A GLANCE

Program Name: Home Performance with ENERGY STAR®

Targeted Customer Segment: Residential single family homes (three stories or less with 1-4 units)

Program Start Date: 2001

Program Participants: Nearly 15,000 to date; 4,000 homes in 2006.

Annual Energy Savings: 13.5 GWh total to date; 631 billion BTU oil and natural gas savings to date

Peak Demand (Summer) Savings Achieved: Not available.

Other Measures of Program Results to Date: Average savings per participant is \$742/year; program to date lifetime savings is estimated to be \$110 million.

Budget: \$6.2 million in 2006

Funding Sources: New York State systems benefits charge.

Best Person to Contact for Information about the Program

- Andrew Fisk, Program Manager, Residential Energy Affordability Program
- Phone: 518-862-1090 ext 3351
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*Residential Retrofit
Exemplary Program*

***Home Performance with ENERGY STAR® MassSAVE Program
National Grid
NSTAR Electric
Berkshire Gas Company***

PROGRAM OVERVIEW

Note: MassSAVE is a statewide residential retrofit program in Massachusetts. Three utilities, National Grid, NSTAR Electric and Berkshire Gas Company, include Home Performance with ENERGY STAR® as a set of services offered as part of their MassSAVE programs. These three companies have promoted the U.S. Environmental Protection Agency's (EPA) Home Performance with ENERGY STAR® initiative since late 2002. The Home Performance with ENERGY STAR initiative provides one-stop shopping to Massachusetts residential utility customers for energy efficiency services as part of the MassSAVE program, overseen by the Division of Energy Resources (DOER) and the Department of Telecommunications and Energy (DTE). The initiative is delivered by vendors hired to perform on-site services and motivate customers to implement recommended energy efficiency measures. This profile is of National Grid's program only. Data for the combined efforts of these three companies are given in the "Program at a Glance" section of this profile.

National Grid has been providing residential home energy assessments to its Massachusetts customers since 1980. National Grid's latest residential analysis and retrofit program, MassSAVE underwent a redesign that was approved by state regulators in 2001, shifting the program focus from primarily an educational and motivational program to a program focused on actual implementation of major energy efficiency improvements using the Environmental Protection Agency's Home Performance with ENERGY STAR® procedures. All potential program participants go through a two-pronged approach. Tier I screening is designed to identify the specific needs of the customer, provide phone assistance to general questions, send out appropriate program literature and discuss specific technical questions with an appropriately trained professional. Tier II is the second level of services, which is for those customers who have an interest in implementing energy efficiency improvements or who specifically requested the in-home audit.

Tier II customers receive detailed home energy assessments (HEA). National Grid has contracted with Conservation Services Group (CSG) to deliver the Home Performance with ENERGY STAR MassSAVE program to its customers. Energy specialists trained in current building science principles conduct the HEA, which includes comprehensive testing, visual inspection, reporting and analysis of energy use, building systems, building envelope and energy-end uses. Customers receive a customized report from the HEA with detailed recommendations for improvements including costs, energy savings, payback, and available utility incentives. Recommended measures that the customer chooses to implement are completed using Building Performance Institute (BPI) protocols with a house-as-a system approach.

Key areas of program focus include:

- Increase customer awareness, education and participation in the existing MassSAVE program and Home Performance with ENERGY STAR® initiatives to achieve the energy saving goals of the programs through strong call-to-action in all communications.
- Augment MassSAVE brand awareness campaign with aggressive media and direct mail campaign reinforcing the connections between Home Performance with ENERGY STAR and MassSAVE.
- Leverage the ongoing rebates, incentives and federal tax credits, statewide HEAT Loan program, coupled with the MassSAVE name, to educate and drive customers to take action.
- Ongoing education on energy efficiency as it relates to customers' homes and the environment and the financial incentives to take immediate action.

PROGRAM PERFORMANCE

National Grid's Home Performance with ENERGY STAR MassSAVE program has delivered and continues to deliver significant savings to participating customers. Since 2000 the program has served close to 48,000 customers and saved 180,000 lifetime MWh. In 2006 more than 5,300 customers participated in the program.

Home Performance with ENERGY STAR – MassSAVE

	2000	2001	2002	2003	2004	2005	2006	Total
Electricity Savings (Annual MWh)	1,419	1,442	3,041	2,505	3,404	3,193	5,723	20,727
Electricity Savings (Lifetime MWh)	7,096	10,094	22,198	19,858	27,377	25,897	67,543	180,063
Participating Households	10,825	10,999	6,251	5,325	4,697	4,266	5,368	47,731

The chart above also illustrates the dramatic difference in program savings created by the switch to Home Performance with ENERGY STAR. Fewer customers receive more comprehensive services, using the "house-as-a-system" approach. The lifetime electricity savings per customer increased twelve-fold since 2001. In addition, the program also provides significant oil and gas energy savings to consumers through the installation of insulation, air sealing, and efficient heating systems. The value of the non-electric benefits created by the program in 2005 was over \$4,000,000. As a result of these efforts for non-electric uses, the total savings from implemented energy saving measures for 2006 was 48,788 MMBtu, a 22.5% increase from 2005 savings.

Program participation is steadily growing with the total customer investment in energy efficiency upgrades rising from \$1.4 million in 2002 to \$6.1 million in 2006.

The program's estimated 2007 benefit cost ratio using the total resource cost test is 2.56.

For 2006 National Grid served more than 5,700 customers in its territory of which:

- 805 customers installed thermal measures
- 487 replaced their old, inefficient heating equipment to new high efficiency heating equipment
- 218 customers replaced their old, inefficient hot water heaters to high efficiency equipment, and
- 1,100 customers replaced their windows with ENERGY STAR® Labeled windows

LESSONS LEARNED

Home Performance with ENERGY STAR MassSAVE has significantly increased the building science skills of participating sub-contractors, providing a model of how comprehensive home energy efficiency measures should be installed. National Grid's efforts in the last six years have transformed an old-style Residential Conservation Services (RCS) educational audit program into a comprehensive Home Performance with ENERGY STAR offering. Due to the existence of state regulation, it was necessary to transform an existing RCS program rather than start a new Home Performance with ENERGY STAR program from scratch as was accomplished in New York. National Grid's experience provides a model of how to transform a more traditional retrofit program into a Home Performance with ENERGY STAR programs. This kind of transformation reflects a change in program focus, from that of analysis and information to one of energy savings results from implementation of comprehensive "house-as-a-system" recommendations.

National Grid has demonstrated leadership with a well-planned, results oriented strategy to transform the home improvement market to make energy efficiency upgrades and thermal shell improvements more accessible and affordable. MassSAVE Home Performance with ENERGY STAR Program's dedicated, experienced field staff and customer contact center are key to program success. High quality service is given to every customer throughout the home improvement process.

PROGRAM AT A GLANCE

National Grid data

Program Name: Home Performance with ENERGY STAR® MassSave Program

Targeted Customer Segment: Residential homeowners.

Program Start Date: 2000

Program Participants: 5,368 participants in 2006.

Annual Energy Savings Achieved: 5.7 GWh annual electricity savings and 48,788 MMBtu non-electric savings in 2006. Program lifetime electricity savings from all measures implemented 2000-2006 is 180 GWh; cumulative annual savings is 20.7 GWh.

Peak Demand (Summer) Savings Achieved: 482 kW (summer) and 808 kW (winter) in 2006. 6,921 kW lifetime (cumulative to date)

Other Measures of Program Results to Date:

Program's benefits to costs are estimated to be 2.6 using the total resource cost test. The total customer investment in energy efficiency upgrades is estimated at \$6.1 million in 2006.

Budget: \$3.5 million in 2006.

Funding Sources: Residential systems benefits charge.

Best Person to Contact for Information about the Program:

- Jerome Hanna, Senior Analyst, National Grid
- Phone: 508-421-7223
- Email: jerome.hanna@us.ngrid.com

Combined program data: Home Performance with ENERGY STAR® in Massachusetts—Berkshire Gas, National Grid and NSTAR Electric

Annual Energy Savings Achieved:

- 55,538 MMBtu thermal savings in 2005
- 85,318 MMBtu total program savings in 2005

Other Measures of Program Results:

- 1456 thermal shell upgrades completed in 2005 alone; a total of 4038 for the period 2002-2005
- Over 31,000 home energy assessments have been performed by the combined programs for the period 2002-2005

Best Person to Contact for Information about the Program:

- Michael Sommer, Berkshire Gas
- Phone: 413-445-0315
- Email: msommer@berkshiregas.com
- Charles Olsson, Program Manager, NSTAR Electric
- Phone: 781-441-3896
- Email: charles.olsson@nstar.com

*Residential Retrofit Programs
Honorable Mention*

***Home Energy Solutions Program
Connecticut Light & Power
The United Illuminating Company
Connecticut Energy Efficiency Fund***

Home Energy Solutions is a statewide program with funding and oversight from the Connecticut Energy Efficiency Fund. Both of the state's investor-owned electric distribution utilities, Connecticut Light & Power and The United Illuminating Company, offer this program. Connecticut's natural gas utilities—Yankee Gas, Connecticut Natural Gas and Southern Connecticut Gas—all provide funding to the program and collaborate with the electric distribution companies who administer the program.

PROGRAM OVERVIEW

Home Energy Solutions is a comprehensive in-home services program, designed for both electric and natural gas customers in Connecticut. The program provides energy-saving services to participants that include advanced home weatherization and duct sealing. Installation of energy-efficient technologies, such as compact fluorescent lightbulbs and appliances, are also offered through the program.

The utilities in Connecticut have been offering conservation programs to their customers for over 20 years. Each of the utilities had a variety of program offerings designed to reduce energy costs through improved energy efficiency of building structures, systems and appliances. It was evident that a combined program would benefit customers as a single source for programmatic savings for various electric and gas end uses. As a result, in early 2007 the companies and regulators worked to combine multiple electric program offerings as well as natural gas into a single delivery mechanism. They decided to use the Home Energy Solutions platform (in place for providing electric customers services) since it was the larger of the existing programs and reached the largest number of customers. This combined program approach yielded cost reductions for both the participating electric and natural gas utilities. It also has given customers the benefits of “one-stop-shopping” for a comprehensive program of services addressing both electricity and natural gas use. Customers only need to complete a single application and services are provided via a single crew. Cost savings are thus achieved both for program administration and implementation. Customers also realize greater savings from synergies achieved when both electric and natural gas savings are addressed comprehensively. Customers that heat their homes with fuels other than gas or electric and do not have central air conditioning are required to make a \$200 co-pay because there is no comparable funding mechanism.

The Companies have developed a comprehensive database that tracks both the natural gas and electric program costs and savings. The database has the capability of expanding to include other utilities that may wish to participate. For example, some members of the Connecticut Municipal Electric Energy Cooperative (CMEEC) have expressed a desire to participate in Home Energy

Solutions to offer their customers the benefits of a combined approach to electric and natural gas energy efficiency. CL&P is currently working with CMEEC to coordinate natural gas and electric energy efficiency for those members interested in Home Energy Solutions.

PROGRAM PERFORMANCE

CL&P's Home Energy Solutions Program achieved the following results in 2007 (preliminary):

- Number of participants: 6,030 homes
- Estimated savings: 7,021,964 kWh and 2.3 MW electricity; 143,686 therms natural gas for Yankee Gas and Connecticut Natural Gas (natural gas companies serving CL&P Homes).

The United Illuminating Company's Home Energy Solutions Program for the period January 1 through November 30, 2007 achieved the following results:

- Number of participants: 545
- Estimated savings: 961,389 kWh and 193 kW.

LESSONS LEARNED

Offering customers services that address natural gas and electric use in a single program platform offers numerous benefits for both customers and program providers. These include:

- Reduced administrative costs by eliminating duplicative services and sharing combined costs.
- Reduced implementation costs since a single crew and site visit delivers all eligible program services.
- Increased ease of participation; customers need only complete a single application to receive all eligible services.
- Increased savings per households by addressing both electric and natural gas applications in a comprehensive package of services that may achieve synergies between certain end-uses (for example, weatherization reduces heating (natural gas) and cooling (electric) energy use).
- Improved data collection and reporting. Using a single, comprehensive database makes it easier for all stakeholders---customers, vendors, utilities and regulators---to follow program results.

PROGRAM AT A GLANCE

Program Name: Home Energy Solutions

Targeted Customer Segment: Single-family homeowners, both electric and natural gas customers.

Program Start Date: Combined program platform, based on earlier electric-only program, established in 2007.

Funding Sources: Connecticut Energy Efficiency Fund and natural gas utilities' conservation funding

Connecticut Light & Power

Program Participants: 6,030 homes in 2007.

Annual Energy Savings Achieved: 7,021,964 kWh electricity and 143,686 therms natural gas (for Yankee Gas and Connecticut Natural Gas customers of CL&P homes).

Peak Demand Savings (summer): 2.3 MW in 2007

Budget: Total CL&P spending in 2007 was \$5.468 million; additional program contributions from Yankee Gas of \$510,000 and Connecticut Natural gas of \$428,000—for total natural gas contributions of \$938,000. Total program spending—CL&P plus natural gas contributions to CL&P homes—of \$6.41 million.

Best Person to Contact for Information about the Program

- Joe Swift, Operations Supervisor, Conservation & Load Management Department
- Phone: 860-832-4936
- Email: swiftjr@nu.com

The United Illuminating Company

Program Participants: Expected number of participants for 2007: 625. Year to date (Jan-Nov 2007) participants: 545

Annual Energy Savings Achieved: 961,389 kWh for the period Jan 1, 2007 through November 30, 2007. Estimated lifetime savings: 10,269,332 kWh

Peak Demand Savings (summer): 193 kW for 2007 (partial year--January through November)

Budget: 2006 budget was \$670,483. 2007 Budget was \$1,011,988.

Best Person to Contact for Information about the Program

- Chris Ehlert, Manager – Residential Energy Services
- Phone: 203-499-2965
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