

Home Energy Solutions (HES) - Potential Innovations/Enhancements

Outreach/Coordination (Steps 1 to 5 in the flowchart)

- **Local Coordinator** (paid position): oversees outreach operations and collaboration among canvassers, vendors and remediation programs
- **“Bundling”**: focusing outreach in a targeted neighborhood can yield a critical mass of potential customers in one geographic area, leading to efficiencies in scale
- **Lead Vendor**: each neighborhood has a lead vendor, allowing vendors to take advantage of the bundling of leads (United Illuminating already uses a similar approach for their summer canvassing operations)
- **Sources of Remediation \$**: leverage multiple funding sources, particularly for low-income urban areas where there are existing programs for housing preservation; e.g. LAMPP can cover up to \$5000 for health & safety remediation, municipal program can cover additional cost of roof repair, and then IE program can provide insulation.

Pre-Qualification for Income-Eligible (IE) Program (simplifying Step 3)

- **State Assistance**: utilities now accept energy assistance card/letter and other documentation of State assistance as sufficient to qualify, but some vendors seem to be still learning how this works
- **Census Tract**: United Illuminating has used census tract info (with “distressed area” designation) to provide blanket qualification for all residents in a particular area, thereby facilitating summer canvassing operations

Environmental/Health&Safety Barriers (Step 5)

Some vendors report a “deferral” rate (HES audits that cannot be completed due to health & safety barriers) of 30% or higher – probably higher among IE customers. This is major loss of time and money.

- **Pre-screening**: geographic targeting and “bundling” (see above) will facilitate prescreening a number of homes at once prior to scheduling HES audits; homes with no barriers move forward, while homes with barriers get referred to remediation programs
- **Coordination and “case management”**: as mentioned above, a case management approach can help owners access different sources of assistance (utilities’ Healthy Homes program, LAMPP, municipal programs, and low-cost financing)
- **Hotline/Referral**: for customers not in an area with coordinated outreach

Expanded Funding & Enhanced Incentives (Steps 5 and 7)

- **Outreach/Coordination**: rate-payer funds to help pay for this
- **Remediation \$**: expand allocation of rate-payer funds for this
- **Moderate Income Incentives**: enhanced incentives for owners with incomes in the range of 60%-120% of median income
- **Lower credit scores**: provide 0% loans and on-bill repayment to customers with low credit scores but good history of utility bill payment.

Simplified Flowchart for current Home Energy Solutions

