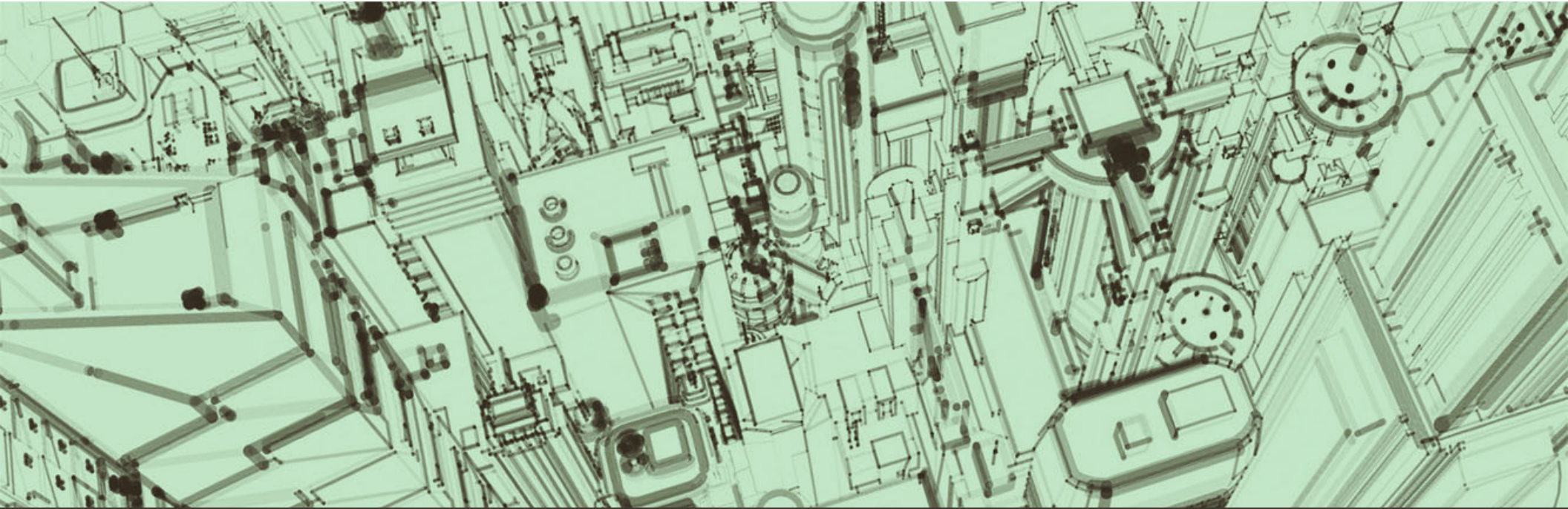




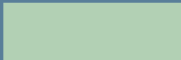
Taking Advantage of Utility Programs

They Already Do a Lot of What You're Developing



As You Develop a Green Lending Program, Here Are Some Questions You Might Be Asking

1. What kinds of projects and technologies should I finance? Should I have any technical specifications?
2. How should I measure energy savings impacts?
3. How do I know whether the contractors installing the projects are reputable?
4. What kind of requirements should I have for energy audits? How can I make sure I understand them?
5. How do I know whether a proposed project makes sense?
6. Where can I get market data that can help me figure out demand and opportunity?
7. How can I reach potential borrowers?
8. How can I provide technical assistance to borrowers to help them understand the best opportunities for them?
9. How should I set pricing, and how can I offer competitive pricing while managing costs and risks?
10. How will I know whether my program is effective, and what if any changes I should make?



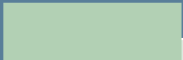
MYTH

Utility Programs
Only Provide
Rebates and
Incentives.



FACT

Utility Programs Do
Way More Than
That. Use Their
Resources!



MYTH

Utilities Just Want
to Sell More Energy
to Maximize Their
Profits.



FACT

Many Utilities Are
Directly
Compensated for
Saving Energy.

A bit of context...

(a.k.a., a crash course in utility regulation in a single slide)

1. Most utilities are regulated by state public utility commissions (PUCs).
2. PUCs have the authority to determine what rates utilities can charge their customers, including different rates for different services, customer types, end uses, time of day, etc.
3. Utilities have to charge their customers for both the energy they use and for the infrastructure needed to provide that energy, in order to cover their costs.
4. Utility programs that help customers save energy reduce the overall total cost of providing utility services.
5. Offering those programs is often cheaper than it would be to provide the energy instead of saving it.
6. SO... utilities can help customers save energy at a lower cost, charge a higher margin, but still keep total charges below what they otherwise would be. They make more profit off of the higher margin from saving energy, even if the total amount they charge customers is less.
7. Many PUCs have helped set rates that allow utilities to take advantage of this fact.
8. But PUCs require that utilities track and report the savings from their programs very closely, to keep them from gaming the system.
9. By and large, the more they save, the more money they make. In order to maximize savings, they need robust programs that do a lot more than hand out cash.
10. As a lender, you can and should take advantage of these resources.

1. What kinds of projects and technologies should I finance? Should I have any technical specifications?

- Utility programs already have comprehensive lists of eligible technologies, project types, and specifications that have undergone rigorous technical analysis.
- You can just say, “If it’s eligible for the local utility program, you can finance it.”
- A lot of lenders already do this.

Table of Contents	
HEATING EQUIPMENT	16
BOILERS	18
HOT WATER AND STEAM DISTRIBUTION SYSTEMS	19
FORCED AIR AND RADIANT HEAT	21
COOLING SYSTEMS	23
AIR SOURCE HEAT PUMPS AND AIR CONDITIONERS	23
CHILLERS	25
VENTILATION AND CONTROLS	28
VENTILATION UPGRADES	28
CONTROLS	30
VARIABLE FREQUENCY DRIVES (VFDs)	33
INTERIOR LIGHTING	34
LINEAR LIGHTING FIXTURES	34
OTHER INTERIOR FIXTURES	36
EXIT SIGNAGE	38
LINEAR REPLACEMENT LAMPS	39
COMPREHENSIVE LIGHTING SOLUTIONS	40
EXTERIOR LIGHTING	41
EXTERIOR FIXTURES	41
OTHER EXTERIOR FIXTURES	42



STEAM SYSTEM INSULATION

- Requirements:**
- This incentive is for adding insulation to uninsulated steam piping and/or fittings (including traps).
 - Insulation for fittings must be removable and reusable.
 - Steam piping insulation must be >15 inches, and incentive is not to exceed material cost.
 - Steam system being insulated must be used for space heating applications.
 - Must be a central plant type arrangement that serves multiple dwelling units in the multifamily building.

EQUIPMENT UPGRADES AND RETROFITS

Measure Description	Code	Incentive	Unit
Insulation for Steam Fittings, Natural Gas	H2429	\$10.00	Fitting
Insulation for Steam Pipe, Natural Gas	H2430	\$2.50	Foot of Pipe



THERMOSTATIC RADIATOR VALVES

- Requirements:**
- This incentive is for adding a thermostatic radiator valve to a radiator where none exists or existing one is not operational.
 - Steam system being insulated must be used for space heating applications.
 - Must be a central plant type arrangement that serves multiple dwelling units in the multifamily building.

EQUIPMENT UPGRADES AND RETROFITS

Measure Description	Code	Incentive	Unit
Thermostatic Radiator Valve, Natural Gas	H30045	\$20.00	Each



VARIABLE SPEED ECM PUMP

- Requirements:**
- Pump must be properly sized for circulation.
 - Pump must have variable speed capabilities.
 - Pump must be used for domestic hot water recirculation, heating water circulation, or cooling water circulation.

EQUIPMENT UPGRADES AND RETROFITS

Measure Description	Code	Incentive	Unit
Domestic Hot Water Recirculation, < 100 Watts Max Input	H3494	\$50.00	Pump
Domestic Hot Water Recirculation, 100-500 Watts Max Input	H2495	\$160.00	Pump
Domestic Hot Water Recirculation, > 500 Watts Max Input	H3496	\$320.00	Pump
Heating Water Circulation, < 100 Watts Max Input	H3497	\$50.00	Pump
Heating Water Circulation, 100-500 Watts Max Input	H3498	\$160.00	Pump
Heating Water Circulation, > 500 Watts Max Input	H2496	\$320.00	Pump
Cooling Water Circulation, < 100 Watts Max Input	H3500	\$50.00	Pump
Cooling Water Circulation, 100-500 Watts Max Input	H3501	\$160.00	Pump
Cooling Water Circulation, > 500 Watts Max Input	H3496	\$320.00	Pump

FORCED AIR AND RADIANT HEAT



General Requirements: Only natural gas equipment is eligible for incentives (and electric equipment if specifically allowed in the requirements below). Equipment fueled by propane or oil is NOT eligible for incentives. Incentives are only available for equipment used in space heating applications. Equipment serving process or other loads does not qualify.



SINGLE PACKAGED VERTICAL UNITS (SPVU)

- Individual Apartment/Condo Requirements:**
- SPVU must meet the minimum efficiency requirements listed.
 - > 90% Thermal Efficiency (TE) > 11.0 EER Cooling
 - > 90% Thermal Efficiency (TE)
 - Efficiency ratings will be verified using the AHRI database.
 - Required features must be documented on a specification sheet.

INDIVIDUAL APARTMENT/CONDO EQUIPMENT UPGRADES AND RETROFITS

Measure Description	Code	Incentive	Unit
Single package vertical unit, > 90% TE, > 11.0 EER	H3693	\$150.00	SPVU
Single package vertical unit, > 90% TE	H3694	\$100.00	SPVU



PACKAGED TERMINAL HEAT PUMPS (PTHP)

- Requirements:**
- Unit must be AHRI listed as a Commercial PTHP.
 - Eligibility for PTHP measure is based on customer having an eligible electric provider.
 - Must serve common area in the multifamily building. If PTHP serves individual apartment/condo, see following section for requirements.
 - Must replace or be installed instead of a Packaged Terminal Air Conditioner (PTAC). Replacement of existing PTHP does NOT qualify.
 - Window and through-the-wall air conditioners/heat pumps do not qualify.
 - The equipment size category (BTU/h) is the cooling capacity value of the unit.
 - Must meet both heating and cooling specifications for the equipment size category.
 - All efficiency ratings will be verified using the AHRI database (ahridirectory.org).

COMMON AREA EQUIPMENT UPGRADES AND RETROFITS

Measure Description	Code	Incentive	Unit
PTHP < 8,000 BTU/h, > 10.7 EER, and > 3.1 COP	H2699	\$75.00	PTHP
PTHP 8,000-9,999 BTU/h, > 10.4 EER, and > 3.0 COP	H2702	\$75.00	PTHP
PTHP 10,000-12,999 BTU/h, > 9.9 EER, and > 2.9 COP	H2701	\$75.00	PTHP
PTHP > 13,000 BTU/h, > 9.3 EER, and > 2.9 COP	H2700	\$75.00	PTHP



INFRARED HEATERS

- Requirements:**
- Both low-intensity and high-intensity heaters are eligible.
 - Must have electronic ignition.
 - Must be vented per manufacturer's requirements.
 - Low-intensity heaters must use outside non-conditioned combustion air.
 - Excludes outdoor patio heating applications.
 - Replacement of an existing infrared heater does not qualify.

EQUIPMENT UPGRADES AND RETROFITS

Measure Description	Code	Incentive	Unit
Infrared Heater	H2422	\$450	Mbt

2. How should I measure energy savings impacts?

- Utility programs are required to measure energy savings rigorously because they have to meet energy savings targets in order to be compensated for investing in their programs.
- You can adopt the same methodologies.
- If you partner with utilities, they'll figure out the savings impacts for you.
- Utility “impact evaluations” retrospectively further review and verify these reported savings.



ILLINOIS STATEWIDE TECHNICAL REFERENCE MANUAL

IL-TRM Updates

- The IL-TRM Version 13.0 update process concluded in September 2024. Version 13.0 is pending approval by the ICC. [Click here to visit the IL-TRM Version 13.0 page.](#)

Purpose of IL-TRM

The purpose of the IL-TRM is to provide a transparent and consistent basis for calculating energy (electric kilowatt-hours (kWh) and natural gas therms) and capacity (electric kilowatts (kW)) savings generated by energy efficiency programs administered by the state's largest electric and gas utilities (Ameren Illinois, Commonwealth Edison Company, Nicor Gas, North Shore Gas, and Peoples Gas).

https://www.ilsag.info/wp-content/uploads/IL-TRM_Effective_010125_v13.0_Vol_3_Res_09202024_FINAL.pdf

Example: Heat Pump Savings Algorithm

Algorithm	
CALCULATION OF SAVINGS	
ELECTRIC ENERGY SAVINGS AND FOSSIL FUEL SAVINGS	
Non fuel switch measures (if heat pump is being installed for cooling only, only calculate the cooling impact below):	
$\Delta kWh_{\text{Non Fuel Switch}} = ASHPSiteCoolingImpact + ASHPSiteHeatingImpact$	
Where:	
$ASHPSiteCoolingImpact = ((CoolingLoad/DuctlessSave * (1/(SEER2_base * (1 - DeratingCool_{base})))) - (CoolingLoad * 1/(SEER2_ee * (1 - DeratingCool_{eff}))))/1000$	
$ASHPSiteHeatingImpact = ((HeatLoad_Disp/DuctlessSave * (1/(HSPF2_base * HSPF2_ClimateAdj * (1 - DeratingHeat_{base})))) - (HeatLoad_Disp * 1/(HSPF2_ee * HSPF2_ClimateAdj * (1 - DeratingHeat_{eff})))) / 1000$	
Fuel switch measures:	
Fuel switch measures must produce positive total lifecycle energy savings (i.e., reduction in Btus at the premises) in order to qualify. This is determined as follows:	
$SiteEnergySavings \text{ (MMBTUs)} = FuelSwitchSavings + NonFuelSwitchSavings$	
$FuelSwitchSavings = GasHeatReplaced - ASHPSiteHeatConsumed$	
$NonFuelSwitchSavings = FurnaceFanSavings + ASHPSiteCoolingImpact$	
Where:	
$GasHeatReplaced = (HeatLoad_Disp/DuctlessSave * 1/AFUE_{base}) / 1,000,000$	
$FurnaceFanSavings = (FurnaceFlag * HeatLoad_Disp/DuctlessSave * 1/AFUE_{base} * F_e) / 1,000,000$	
$ASHPSiteHeatConsumed = ((HeatLoad_Disp * (1/(HSPF2_ee * HSPF2_ClimateAdj * PD_Adj * (1 - DeratingHeat_{eff})))) / 1000 * 3412) / 1,000,000$	
$ASHPSiteCoolingImpact = ((CoolingLoad/DuctlessSave * (1/(SEER2_base * (1 - DeratingCool_{base})))) - ((CoolingLoad * 1/(SEER2_ee * (1 - DeratingCool_{eff}))))/1000 * 3412) / 1,000,000$	

3. How do I know whether the contractors installing the projects are reputable?

- Utility programs typically have contractor eligibility requirements and often have their own lists of approved contractors.
- You can adopt the same list.
- Alternatively, you can consider it a plus factor in your risk assessment if a contractor is a member of the utility contractor network.



Looking to install new technologies?

We've assembled a list of Qualified Technology Installers who can help advise, install and maintain the suite of technologies connected to your home. Find solar, battery storage, cooling & heating and electric vehicle charging station installers, plus qualified contractors for a home energy checkup.

[Browse the list](#) >

Frequently Asked Questions

How are installers qualified?



Our qualified installers are registered through the Registrar of Contractors (ROC), have maintained a rating of B or better through the BBB, and have been trained on APS programs. Each technology also comes with unique qualifications to ensure we are providing a list of experienced and professional installers.

When should I use a qualified installer?



Our qualified installers have gone the extra mile to participate in our programs and meet specific requirements. Some APS rebates and incentives may require specific qualified installers and contractors, such as the AC Rebate and Home Performance with ENERGY STAR® Checkup.

Which technologies are a part of the qualified installer program?



How can I check for scams?



If you are approached by an installer, you can always check our [qualified technology installer list](#) to see if they participate in one of our programs and have been trained on APS programs and rebates.

4. What kind of requirements should I have for energy audits? How can I make sure I understand them?

- Utility programs often have requirements for different types of energy audits in single-family, multifamily, and commercial buildings.
- You can adopt the same requirements.
- In some cases, this may include designated software that the utilities have developed or approved.
- They often have related requirements and technology for savings estimation and project scoping.

Program Guidelines

For Multifamily Building Solutions Providers

April 2024



<https://www.nyserda.ny.gov/ny/MPP-Existing-Buildings/Document-Library>

6.2 Auditing Requirements

This section describes the requirements for completing a comprehensive building audit of an MPP project. The requirements in this section must be followed for the SAV-IT to be approved.

The comprehensive building audit(s) is (are) to be conducted or supervised by a certified energy professional (AEE CEM, AEE CEA, or BPI MFBA) and in accordance with the certification's standards.

6.4.2 Modeling Software Requirements

New analytical tools may be applied to the program by submitting an application describing tool capabilities and demonstrating compliance with the listed program requirements. Based on a program review, the tool may be accepted for use on one or several pre-approved pilot projects. Deliverables for projects that are not identified as pilot projects prior to preparing the comprehensive energy assessment and that utilize software not approved for use in the program will not be accepted. Only analytical tools that satisfy the requirements outlined below may be used.

- Compliance with ASHRAE 90.1 Appendix G simulation and documentation requirements, or Approval for EPart Federal Tax Deductions, or DOE approval for use in Weatherization Assistance Program for multifamily buildings.
- Support of systems and configurations that are typical for multifamily buildings in the northeastern United States.
- Support of Multifamily Performance Program business process and reporting requirements.
- Availability of technical support, training, and/or user manual and documentation.
- Built-in troubleshooting tools and errors/warnings reports.
- Integrated support for evaluation of design alternatives (improvements).

5. How do I know whether a proposed project makes sense?

- For single family customers, utility programs typically have staff who advise customers about the best options to help them save energy and who can help review a project scope.
- Utility programs offer the same services in other sectors, and often also have programs to review custom projects.
- If you partner with a utility program, they can provide the technical project reviews.

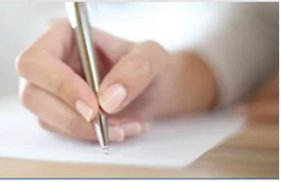
2024 MULTIFAMILY PROGRAM

CUSTOM INCENTIVE GUIDE



<https://flipbook.focusonenergy.com/view/278280659/2/>

WHAT YOU'LL NEED



Pre-approval is required prior to ordering equipment, issuing purchase orders, or contracting labor. Projects initiated prior to pre-approval are ineligible for incentives. Notify your Energy Advisor as soon as possible if an expedited pre-approval is needed or if there is a time constraint for ordering equipment. Pre-approval is signified by issuance of an Incentive Agreement.

Incentive pre-approval is contingent upon receipt of energy savings calculations, project costs, and documentation of how Focus on Energy influenced the project. The method and assumptions used by the applicant to calculate the annual energy savings will be reviewed by Focus on Energy as part of the pre-approval process. Focus on Energy is solely responsible for the final determination of the annual energy savings to be used in calculating the incentive amount.

step 1 BEFORE APPLYING

- Contact your Focus on Energy Advisor. If you do not know who your Energy Advisor is, visit focusonenergy.com/EA-map or call 800.762.7077 for assistance.

step 2 WHAT YOU WILL NEED

- Custom Project Information Form, found on pages 5-6 of this guide. All sections of this form must be completed. This form provides Focus on Energy with important background information to help us get started on your project.
- Detailed scope of work including:
 - Existing equipment and relevant details (e.g., equipment manufacturer and model number, operating hours, etc.).
 - Proposed equipment and relevant details (e.g., equipment manufacturer and model number, operating hours, etc.).
- Proposal for qualifying upgrades, including:
 - Total project costs, including itemized materials/equipment, labor/installation, and commissioning, if needed.
- Manufacturer specification sheets for proposed equipment.
- Historical utility data:
 - Work with your Energy Advisor to determine if historical utility data is needed to determine energy cost savings and project payback. A utility release form may be required.

step 3 UNDERSTAND INCENTIVE RATES AND PROGRAM REQUIREMENTS

Custom incentives are based on estimated first-year energy savings achieved from an energy efficiency upgrade. The calculated savings are multiplied by the incentive structure noted in the **Incentive Rates** table and are limited based on the incentive type: energy efficiency (1-10 year payback), low payback (less than 1 year payback), or renewable energy (1-20 year payback).

Incentive Rates

Energy Efficiency (1-10 year payback)	Incentive Limit per Project
\$300 per peak kW reduced*	The lesser of \$300,000, 50% of project cost, or capped at a one-year payback.
\$0.15 per kWh saved.	
\$2.50 per therm saved.	
Low Payback (less than 1 year payback)	Incentive Limit per Project
\$0.02 per kWh saved.	The lesser of \$20,000 or 100% of project cost, or the lesser of \$200,000 or 50% of project cost.
\$0.20 per therm saved.	
Renewable Energy (1-20 year payback)	Incentive Limit per Project
\$125 per peak kW reduced or generated*	The lesser of \$300,000, 50% of project cost, or capped at a one-year payback.
\$0.10 per kWh saved or generated.	
\$1.25 per therm saved or generated.	

*Peak kW reduction is determined by the average kW load reduction or generation occurring between 2 p.m. and 6 p.m. on weekdays during June, July, August, and September.

Custom Incentive Requirements

- Energy efficiency and renewable energy incentives will not be provided for projects with a simple payback of less than one year based on energy savings. Projects with a simple payback less than one year may be eligible for a low payback incentive.
- Energy efficiency incentives are limited to projects with a maximum simple payback of 10 years based on energy savings. Renewable energy incentives are limited to projects with a maximum payback of 20 years based on energy savings.
- Custom incentives cannot exceed the per project incentive limits shown in the Incentive Rates table above. The maximum total for all incentives a customer may receive per calendar year is \$400,000.
- Project cost is defined as the sum of material and/or installation costs associated with the project.
- Incentives are eligible for new (not used or refurbished) equipment only. Maintenance projects are not eligible.
- Equipment purchased prior to pre-approval is not eligible for custom incentive.

6. Where can I get market data that can help me figure out demand and opportunity?

- Utilities have direct access to energy use data from their customers. Combined electric and gas utilities have both. Utilities in states with delivered fuels (oil, propane, and wood) may not have that data directly, but they often have a good handle on those market also.
- Energy usage data gives utilities deep insight into the needs and opportunities in the building stock, and increasingly sophisticated metering can even help point toward specific end usage options.
- Utility programs also have very good data on sales and installations of various types of equipment and building projects.
- There are generally privacy restrictions on sharing personal utility data, but utilities can provide aggregated market intelligence that is often still rich in detail.

MASSACHUSETTS RESIDENTIAL BASELINE STUDY

Prepared for:

The Electric and Gas Program Administrators of Massachusetts
Part of the Residential Evaluation Program Area



NAVIGANT

MASSACHUSETTS BASELINE LOAD SHAPE STUDY (RES 1) 2

STUDY OVERVIEW

The primary goal of the Massachusetts Residential Baseline Study is to collect saturation, penetration, and usage behavior data for all major electric and gas appliances, mechanical equipment, and electronics in Massachusetts homes.

This data supports energy and peak demand savings calculations for program evaluation and design, and provides additional insight on the savings potential in the existing residential buildings market.

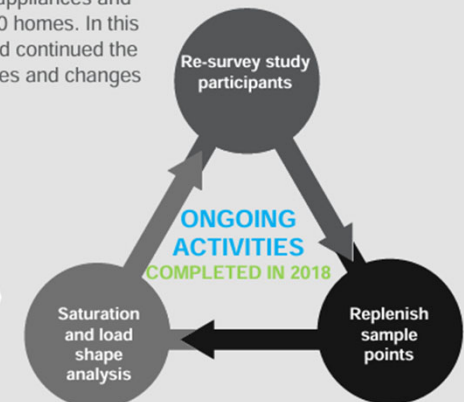
In the **first year** of the study, Navigant surveyed thousands of Massachusetts residents about their household appliances and energy use and metered 25 end uses at over 350 homes. In this **second year** of the study, Navigant repeated and continued the same data collection activities to calculate updates and changes in saturation and load shapes.

INITIAL ACTIVITIES COMPLETED IN 2017

Conduct online survey

Draw onsite sample

Install meters at sampled homes



https://ma-eeac.org/wp-content/uploads/NavRes01_ExecSumm_2019_04_15.pdf

7. How can I reach potential borrowers?

- Utility programs do their own direct marketing of energy-saving opportunities, often in direct conjunction with their billing, when customers may be most focused on wanting to reduce their bills.
- Many utility programs partner with community-based organizations to help with outreach.
- Utility programs also train and assist their contractor networks, assist them with marketing, and have established contractor oversight procedures.
- In reality, contractors are generally by far the biggest factor in driving demand, making sales, and bringing pipeline
- It is important to ensure consumer protection under that model, which is something community lenders have experience with and can help strengthen.

HEAT Loan Lenders

If you want to save money, reduce energy usage, and improve the comfort of your home, our approved lenders are here to help. They'll get you the financing help you need to complete your energy-efficient upgrades, quickly and easily.

With different lenders and loan options, Mass Save offers solutions for every home's energy improvement needs.

Find a HEAT Loan Lender:

Filter By:

County

FILTER LENDERS

Additional Filters

- ☐  Statewide Lenders
- ☐  County Lenders
- ☐  Membership Requirement
- ☐  50k Super Loan
- ☐  Pre-approval Through Branch
- ☐  Pre-approval Through Phone
- ☐  Pre-approval Through Website
- ☐  24 Hour Turnaround

<https://www.masssave.com/residential/programs-and-services/financing/heat-loan-lender-list>

LENDER RESULTS 106 Results					
LENDER	LOAN TYPE	STANDARD LOAN	LOCATION	PAYMENT INFORMATION	OFFERINGS
Align Credit Union 	Unsecured	Up to \$25,000.00	Essex Middlesex Norfolk	Payments made in 2 checks. Checks expire after 6 months.	   
All One Credit Union 	Unsecured	Up to \$15,000	Worcester Middlesex Norfolk Franklin Hampden Hampshire	Payments made in 2 checks. Checks expire after 365 days.	   
Alltrust Credit Union 	Unsecured	Up to \$25,000.00	Bristol Barnstable Dukes Nantucket Plymouth	Checks expire after 3 years.	  
Alpha Credit Union 	Unsecured	Up to \$15,000.00	Statewide	Payments made in 2 checks. Checks expire after 1 year.	      
Athol Credit Union 	Unsecured	Up to \$25,000.00	Worcester Franklin Hampshire	Payments made in 2 checks. Checks expire after 6 months.	      
Athol Savings Bank 	Unsecured	Up to \$15,000.00	Franklin Middlesex Worcester	Checks expire after 90 days.	  
Attleboro Municipal Employees Federal Credit Union 	Secured & Unsecured	Up to \$25,000.00	Statewide	Checks expire after 180 days.	    

8. How can I provide technical assistance to borrowers to help them understand the best opportunities for them?

- One of the main functions of utility programs, aside from providing rebates and incentives, is to help educate customers about energy efficiency and clean energy.
- Part of that function is carried out through general education and outreach, but it also typically includes direct customer service to help individual customers figure out their energy needs and what projects may be most beneficial to them.
- Some programs offer their own energy auditors and energy advisors.



<https://www.smeco.coop/energy-efficiency/residential-programs/home-energy-improvement-program/home-energy-analysis/energy-advisors/>

Home Energy Improvement Program – Energy Advisors

Save With Help From Our Experts

SMECO Energy Advisors have assisted our members in saving over **1.2 million kWh** and received a **94% approval rating** through the Home Energy Improvement Program. Read on for the many ways they can help you too.



- Learn about the benefits of a comprehensive home energy analysis
- Understand the home energy improvement process from start to finish
- Schedule your comprehensive walk-through analysis
- Diagnose your home's specific problems
- Understand your home energy analysis report and develop a recommended list of upgrades
- Review proposed energy-saving upgrades
- Understand the costs and benefits of upgrades
- Define common industry terms
- Provide low-cost and no-cost, energy-saving tips
- Explore other SMECO energy-saving programs
- Find financing opportunities

9. How should I set pricing, and how can I offer competitive pricing while managing costs and risks?

- Some utility programs offer interest-rate buy-downs to encourage customers to invest in energy efficiency and clean energy, and to make projects more affordable.
- Some utility programs also offer loan guarantees or loan-loss reserves.
- Longstanding utility financing programs also track and maintain loan performance history, which may be useful in determining appropriate risk-based pricing.

Home Energy Loan Project Verification Form

Effective January 1, 2024



The Home Energy Loan is a fast, easy, flexible way to finance eligible home weatherization and efficiency improvements, up to \$20,000.

Steps to Apply for Your Loan

- ☐ Ensure that this form has been completed and signed by you and your contractor. Eligible contractors can be found at efficiencyvermont.com/pro
- ☐ Review page 2 to ensure your project is eligible. (Note: VGS customers are only eligible to finance electric appliances, heat pump water heaters, and ducted, ductless, and ground source heat pumps.)
- ☐ Apply online or in person with one of the credit unions listed below. You will need to submit this completed form and a copy of your contractor scope of work, including price quote, with your Home Energy Loan application.

Household Income (see page 3)	Loan Term		
	Up to 5 years	>5 years, up to 10 years	>10 years, up to 15 years
Low	0%	1.99%	2.99%
Moderate	0%	2.99%	3.99%
High*	4.99%	5.99%	6.99%

Interest rates are subject to program and credit eligibility guidelines.

*Households with income higher than moderate income levels on page 3.



VSECU
A division of NEFCU

To learn more and apply,
call 802-371-5146 or visit
vsecu.com/homeenergy



To learn more and apply,
call 802-495-0680 or visit
oppsvt.org/home-energy-loan



To learn more and apply,
call 802-438-2303 or visit
www.vt.org/energy-loan

<https://www.nwwvt.org/wp-content/uploads/2024/03/efficiency-vermont-home-energy-loan-project-verification-February-29-2024.pdf>

10. How will I know whether my program is effective, and what if any changes I should make?

- Utility programs have the resources and tools to evaluate their programs, including their financing offerings.
- Program evaluation is not only an integral part of overall utility program management, it is also required by utility regulators.
- Utility programs dedicate a portion of their annual budgets to program evaluation and are permitted to recover evaluation costs from customers.
- An entire third-party evaluation industry exists to provide these objective evaluation services to utility programs.



Home Energy Services Initiative and HEAT Loan Delivery Assessment

July 31, 2015

Prepared for
The Electric and Gas Program Administrators of Massachusetts
Part of the Residential Evaluation Program Area

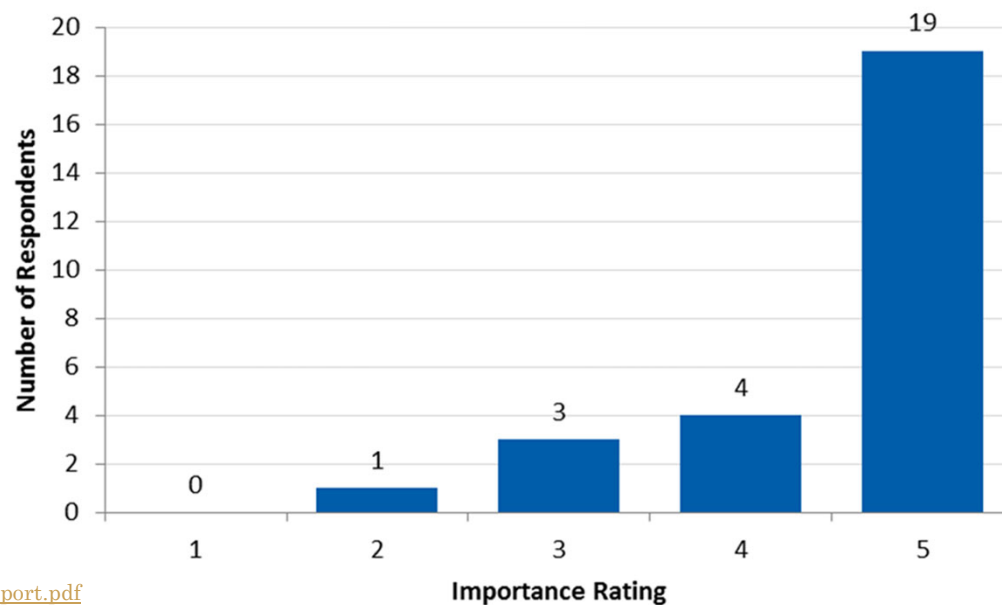


Table 18. AHP Results – Highest Rated Influence Factor

Highest Factor	HEAT Loan Participants [n=334]	No HEAT Loan – Aware of HEAT Loan [n=238*]	No HEAT Loan – Not Aware [n=101*]
HEAT Loan	53.94%	N/A	N/A
Mass Save Incentive	29.15%	67.73%	66.13%
Other Incentives	2.62%	6.74%	5.65%
Energy Specialist	14.29%	25.53%	28.23%

*Not all participants who received a HEAT Loan answered the awareness question.

Figure 3. Importance of the HEAT Loan to Contractors' Businesses



So how do I partner with my local utility...?

- Some of these resources don't really require a formal partnership.
 - Reference to utility program technical specifications for project eligibility.
 - Reference to utility program approved contractors.
- To find the best contact for your local utility program:
 - Check website first, but many of these are customer-facing and don't list program managers.
 - Reach out to Association of Energy Service Professionals ([AESP](#)) and ask for program contact. AESP is a national membership organization of utility program staff and contracted program management firms.
 - Reach out to American Council for an Energy-Efficient Economy ([ACEEE](#)). ACEEE is the leading national advocacy organization for energy efficiency and has contacts in many utility programs.
 - Check out the Database of State Incentives for Renewables and Efficiency ([DSIRE](#)). Not the most user friendly, but the most comprehensive database of utility programs. Lists organizational contact information but not individual points of contact.

Opportunities for Partnership

- CCIA/NCIF Applications:
 - Consider reaching out to utilities and asking them to review and potentially help provide assistance in your proposed lending program development and implementation. Citing utility program outreach and coordination may strengthen your application.
- Internal Capacity Building:
 - Ask utility program staff whether they would be willing to come in and provide background training on issues and program elements like those described above.
- Borrower Technical Assistance:
 - Refer customers to utility programs for technical assistance with their energy projects.
 - Consider asking utility staff to help provide education and training to borrowers through lender-sponsored technical assistance and borrower education programs.
- Utility Financing Programs:
 - Many utilities have existing financing programs for customers. Discuss with utilities whether you can help provide assistance with these programs or become a participating lender.
 - Utilities that do not currently have financing programs may be interested in starting one.

Contact Information



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