



# **The Brooklyn Union Gas Company d/b/a National Grid NY**

## **System Energy Efficiency Plan (“SEEP”)**

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*Case 15-M-0252 - In the Matter of Utility Energy Efficiency Programs*

*Case 18-M-0084 - In the Matter of a Comprehensive Energy Efficiency Initiative*

**2019 – 2025 GAS SEEP**

**Revised October 1, 2024**

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## I. BACKGROUND

New York has one of the most ambitious climate laws in the United States, the Climate Leadership and Community Protection Act (“CLCPA” or “Climate Act”), that requires New York to reduce economy wide GHG emissions 40% from 1990 levels by 2030 and achieve net zero GHG emissions by 2050. This statutory requirement complements and accelerates the clean energy approaches of NY’s Reforming the Energy Vision (“REV”) policies for supporting utility and clean energy industry innovation. The Climate Act also includes the statewide energy efficiency target of reducing 185 trillion British Thermal units (“TBtu”) of energy usage in the state,<sup>1</sup> which was previously adopted in the April 26, 2018, Department of Public Service Staff (“DPS Staff”) and New York State Energy Research and Development Authority (“NYSERDA”) white paper introducing a comprehensive energy efficiency strategy called New Efficiency New York (“NE:NY”). This aggressive goal represents nearly one-third of the overall state goal of 40% reduction in greenhouse gas (“GHG”) emissions from 1990 levels by 2030.

Public Service Commission (“Commission” or “PSC”) Orders in 2018 and 2020<sup>2</sup> established targets and budgets for energy efficiency programs of the New York State utilities<sup>3</sup> for 2019 - 2025 to align with New York State’s clean energy goal of reducing energy use by 185 TBtu.<sup>4</sup> The overall goals of the January 2020 NE:NY Order are to decrease the state’s energy consumption and reduce costs for customers with a focus on environmental, societal, and utility system benefits through energy efficiency and building electrification. In that Order, the Commission established an Interim Review Process to review the programs offered by NYSERDA and the Utilities and to consider the future of energy efficiency efforts. As part of this Interim Review process, DPS Staff issued its *Energy Efficiency and Building Electrification Report*<sup>5</sup> and took public comment on the findings included therein. In July of 2023, the Commission acted on the Report’s recommendations and established a strategic framework for

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<sup>1</sup> Climate Act 019 N.Y. ALS 106, 2019 N.Y. Laws 106, 2019 N.Y. Ch. 106, 2019 N.Y. SB 6599 adding new section 66-p to the Public Service Law. See also Case 18-M-0084, *In the Matter of a Comprehensive Energy Efficiency Initiative*, New York Department of Public Service and NYSERDA, *New Energy: New York* (filed April 26, 2018) (“NE:NY White Paper”)

<sup>2</sup> Case 18-M-0084, *supra*, Order Adopting Accelerated Energy Efficiency Targets (issued December 13, 2018) (“December 2018 NE:NY Order”) and Order Authorizing Energy Efficiency and Building Electrification Portfolios through 2025 (issued Jan 16, 2020) (“Jan. 2020 NE:NY Order”).

<sup>3</sup> Central Hudson Gas & Electric Corporation (“Central Hudson”), Consolidated Edison Company of New York, Inc. (“Con Edison”), KeySpan Gas East Corporation d/b/a National Grid (“KEDLI”), The Brooklyn Union Gas Company d/b/a National Grid NY (“KEDNY”), Niagara Mohawk Power Corporation d/b/a National Grid (“Niagara Mohawk”) (collectively “National Grid”), National Fuel Gas Distribution Corporation (“NFGDC” or “NFG”), New York State Electric & Gas Corporation (“NYSEG”), Orange and Rockland Utilities, Inc. (“Orange & Rockland”), and Rochester Gas and Electric Corporation (“RG&E”) (collectively, “New York Utilities” or “Utilities”).

<sup>4</sup> Case 18-M-0084, *supra*, New York Utilities Report Regarding Energy Efficiency Budgets and Targets, Collaboration, Heat Pump Technology and Low- and Moderate-Income Customers and Requests for Approval (filed April 1, 2019).

<sup>5</sup> Case 18-M-0084, *supra*, New York Department of Public Service, *Energy Efficiency and Building Electrification Report* (“DPS Staff Report” or “Report”) (filed December 19, 2022).

the future of NE: NY energy efficiency and building electrification programs.<sup>6</sup> Program Administrators submitted their proposals for NE:NY programs for 2026-2030 in the Fall of 2023 with additional information provided in January of 2024.

The utilities report on their energy efficiency program plans to DPS Staff through the annual filing of a System Energy Efficiency Plan (“SEEP”) and provide quarterly updates by filing SEEP Record of Revisions (“ROR”). To support the development and framework of consistent and accessible utility SEEPs, DPS Staff issued SEEP reporting guidance for the utilities to follow<sup>7</sup>.

This document represents the Brooklyn Union Gas Company d/b/a National Grid NY (“the Company” or “KEDNY”) gas SEEP for the years 2019 – 2025.

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<sup>6</sup> Case 18-M-0084, *In the Matter of a Comprehensive Energy Efficiency Initiative*, New York Department of Public Service, *Order Directing Energy Efficiency and Building Electrification Proposals (Issued July 20, 2023)* (“July 2023 Order”)

<sup>7</sup> See *CE-02 SEEP Content Guidance, Version 5.0*, New York State Department of Public Service – Office of Markets and Innovation (dated September 1, 2020).

## II. NE:NY EE PORTFOLIO & PROGRAM DESCRIPTIONS

### EXECUTIVE SUMMARY

National Grid is fully committed to a clean energy future and helping New York achieve its energy and environmental goals under the CLCPA and has designed our energy efficiency programs under NE:NY in a manner that is consistent with these net zero efforts. As part of its commitment to a clean energy future, National Grid announced in October of 2020 our “Net Zero by 2050” plan and updated Responsible Business Charter<sup>8</sup>. In 2022, National Grid issued “Our Clean Energy Vision”<sup>9</sup>, which outlines a path forward for a fossil-free future for cleanly heating homes and businesses.

Across every community that we serve, National Grid is deeply committed to the goal of net zero and has a long track record supporting the reduction of GHG emissions. We have helped New York to rank in the top five most energy efficient states in the nation through our existing Energy Efficiency (“EE”) and Demand Response (“DR”) programs several years in a row, and these programs continue to grow. Under the state’s NE:NY transformation of utility energy efficiency programs, National Grid is committed to achieving nation leading annual levels of gas efficiency savings by 2025.

To help drive clean energy innovation, the Company has also partnered with NYSERDA and the other New York Utilities to develop and implement statewide energy efficiency programs to support both the State’s and Company’s aggressive clean energy goals, with a focus on reducing energy consumption and lowering customer costs.

National Grid works closely with trade professionals and contractors to provide high-quality services to its customers. To strengthen this effort, National Grid is developing a central database of contractors for all programs within its service territories. By consolidating data on contractors and trade allies, National Grid aims to enhance coordination and ensure consistent program delivery, providing efficient and reliable energy services to all stakeholders. Furthermore, National Grid invites businesses to become Energy Solutions Partners, enabling them to offer comprehensive energy solutions. This network will give contractors and trade allies access to marketing materials, training, and tools to better serve customers, fostering lead sharing and project collaboration while maintaining industry standards.

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<sup>8</sup> The Company’s “Net Zero by 2050” plan and updated Responsible Business Charter affirm our commitment to: (i) reduce GHG emissions from our direct operations by 80% by 2030, 90% by 2040, and to net zero by 2050; (ii) reduce GHG emissions from the gas we sell to customers by 20% by 2030, and further reduce these emissions beyond 2030 consistent with New York’s targets as laid out in the CLCPA; and (iii) prioritize ten major focus areas to achieve Net Zero for our US operations and the energy we deliver to customers.

<sup>9</sup> <https://www.nationalgrid.com/us/fossilfree>

In collaboration with the NY Utilities and NYSERDA, the Company launched the Statewide Low-to-Moderate-Income (“LMI”) Program<sup>10</sup>. As part of this state-wide plan, we will spend 20% of the available NE:NY funding through 2025 on income-eligible customers (such as no-cost home weatherization), with 40% of that program spending targeted to affordable multi-family buildings.

The Company also has established internal processes to track and report on our clean energy investments in Disadvantaged Communities (“DACs”) in furtherance of the goals of the Climate Act. Serving DACs will require consideration of community needs in the development of our customer products and services, from inception through delivery and in all market sectors, including residential and small business programs. Internal procedures to address serving DACs will enable the Company to help all customers benefit from energy efficiency and electrification. Through 2024, the Company will continue the process of understanding historical and current participation in DACs. This will help the program understand the barriers that are present for these customers and how the program can support these customers to participate.

As a gas-only utility in the territory, the Company does not directly contribute to building electrification. However, National Grid is supportive of the efforts of Consolidated Edison (“Con Edison”) and refers potential gas customers to Con Edison’s New York State Clean Heat Program. The Company strives to reduce natural gas usage in the region by offering intensive weatherization measures, such as air-sealing and maximized insulation.

In addition to the emphasis on building envelope efficiency programs, the Company will continue to continue to work to reduce peak gas system demand through demand response (“DR”) programs and Non-Pipe Alternatives (“NPAs”).

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<sup>10</sup> Case 18-M-0084, In the Matter of a Comprehensive Energy Efficiency Initiative, *Statewide Low-to-Moderate-Income Portfolio Plan (“Statewide LMI Plan”)* (filed July 24, 2020)

## NE:NY PROGRAM DESCRIPTIONS

### GAS COMMERCIAL & INDUSTRIAL PROGRAM

#### Program Design

The Gas Commercial & Industrial (“C&I”) Program offers customers a range of options to encourage the installation of energy conservation measures (“ECMs”) or “measures.” Customers can choose from rebate programs, incentives on custom projects or no-cost heating and water savings measures installed in their facilities. These offers apply to existing buildings and new construction. Program performance is continuously monitored. Offerings and incentive levels are adjusted to reflect technological advancements and changes in the Marketplace. The Gas C&I Program focuses on National Grid’s non-residential natural gas customers.

The Gas C&I Program consists of the following Sub-Initiatives that support large commercial and industrial customers. Below are brief details about each initiative:

- *Utility Energy Service Contract Sub Initiative (“UESC Program”)* – The UESC sub-initiative is an energy services contracting sub-initiative, where the Company and customers, typically government agencies, enter limited-source contracts for energy management services, such as energy efficiency, water efficiency, and demand reduction. UESCs allow government agency customers to benefit from the Company’s energy expertise, creating a streamlined approach to contracting using a limited-source contract vehicle that meets public procurement process requirements.
- *Statewide Benchmarking Sub Initiative* – In the December 2018 NEN:NY Order, the Commission, directed New York Utilities to prepare for statewide benchmarking of building energy performance. National Grid has implemented an automated and enterprise-wide process, as of January 1, 2019, that uploads customer aggregated usage data, upon customer request, to the Energy Star® EPA Portfolio Manager site. The Company has developed a benchmarking offering for its customers that provides building audits and technical assistance, thus promoting action by building owners or administrators to make upgrades that reduce overall building usage.
- *Prescriptive Sub-Initiative* – For customers who are looking to replace existing equipment with more energy efficient models, the Prescriptive sub-initiative aids in the form of rebates to customers or their installation contractor allowing them to install equipment needed to reduce energy consumption and save money in the long term. Prescriptive sub-initiatives offer a set menu of energy efficiency measures and equipment corresponding with set incentives. These incentives are targeted to achieve year-round energy savings.

- *Midstream Sub-Initiative* – Through this sub-initiative, the Company provides rebates to distributors for the sale of high efficiency equipment rather than traditional sub-initiatives that provide rebates to end-use customers. After signing a Distributor Participation Agreement, distributors can submit rebate applications for qualifying equipment. Rebates are then processed and typically paid out within two weeks of application approval. Midstream sub-initiatives can leverage existing distributor-to-contractor networks by providing distributors rebates to stock and upsell more efficient equipment. Distributors influence 90% of all equipment sales, resulting in ease of participation for all customers as well as an increased awareness throughout the supply chain.
- *Custom Sub-Initiative* – The Custom sub-initiative offers incentives to help customers target unique or large and complex energy efficiency opportunities not covered by prescriptive offerings. Customers work with the Company’s sales professionals and energy engineers to identify needs and create a Minimum Requirements Document (“MRD”) which describes the minimum equipment specifications and operational requirements of the proposed system. Incentives are paid to customers if there is a clear projection of savings to help cover the total cost of these projects.
- *Direct Install Sub-Initiative* – National Grid’s Direct Install Sub-Initiative offers C&I customers no-cost installation of high-efficiency water and energy saving measures. These upgrades use 30% less water than standard fixtures. Upgrades include aerators, showerheads, pre-rinse spray valves, salon valves, WIFI Thermostats, duct sealing, and pipe insulation.
- *Kitchen Point of Sale (“POS”) Sub-Initiative* – Through the Kitchen Point of Sale Sub Initiative National Grid customers receive a rebate directly on their invoice when they purchase qualified natural gas foodservice equipment from participating vendors. Eligible equipment must be installed at an active, valid, non-residential National Grid natural gas service location.
- *Financing Sub-Initiative* – National Grid offers financing to customers who need financial support to complete projects. For eligible projects, customers can receive zero percent (0%) interest rate buy-down financing for 24 or 36 months with \$0 down and pre-funding available if immediate cash flow is confirmed by the installation contractor.

## 2019-2024

In 2019, the Company tested a midstream heating and water heating pilot to assess different delivery methods which resulted in the launch of a full-scale heating and water heating midstream delivery method in 2020. Also in 2020, in support of mitigating gas network

constraints and supporting demand reduction efforts, enhanced incentives were offered for custom projects.

In 2021, the program continued to offer support to customers in response to COVID-19 hardships with enhanced incentives and safety measure kits. National Grid also added new measures to the Direct Install program to combat market saturation. The Company additionally began to expand on collaboration with NYSERDA and their technical assistance initiatives, focused on new offerings designed to avoid overlap of services, while continuing to meet the needs of customers as NYSERDA retired various programs. Finally in 2021, the Benchmarking sub-initiative was added to National Grid's portfolio of offerings.

In 2022, the Gas C&I Program continued to collaborate with PSEG-LI to reduce market confusion and increase participation in the program. In June 2022, the Company launched the Customized Energy Solutions Program ("CESP") pilot to assess the customer needs and determine the best outreach mechanism. National Grid continued to review the effectiveness of the program and customer impact.

The economic factors plaguing 2021 and 2022 reduced pipeline growth. However, in 2023, the Company saw improvement relative to new projects being established. As a result, for 2023 the Company decided to keep the energy efficiency incentives raised in line with 2022 rates to continue to aid customers with completing their EE gas projects. A low-cost financing sub initiative was added to the program to give customers another way to complete a project without a huge financial burden once completed. Some incentives were raised in the Prescriptive and Kitchen Point of Sale sub-initiatives as well. Participation in the Direct Install sub-initiative increased with the engagement of new customers within the service territory. Changes to the Gas Commercial and Industrial Program included the discontinuance of the Food Service and Benchmarking sub-initiatives in 2023.

In 2024, the program has seen stability in pipeline growth with increased incentives and continued customer outreach efforts. The Direct Install sub-initiative also saw continued growth and has become a reliable source of energy savings. With this success, the Company continues to monitor the budget and is starting to reduce enhanced incentives back to normal levels to accommodate existing and new projects.

## **2025**

National Grid is developing an online project portal for customers, contractors, and internal sales staff to streamline the application process and showcase various real-time incentives for energy efficiency measures. This intuitive platform will guide users to recommended programs based on collected building information. The portal aims to simplify the customer experience, collect more accurate project details, and promote programs tailored to the customer's needs.

The Company will expand its focus on obtaining knowledge from the Company's partnerships and collaboration with NYSERDA, along with market research to ensure that the program is evolving to meet customer demands and achieving a more productive mix of utility and third-party investment. The overall goal is to improve the efficiency of the gas system, while increasing consumer value and choice.

Assessments will also be conducted on the potential coordination of program offerings with time-of-use rates, as well as adding a retro-commissioning option (in conjunction with third parties).

Other notable initiatives include a possible program to aid customers with gas leak detection. This potential offering could optimize the existing gas equipment in a customer's building or facility. The Company is also looking into different ways to further engage customers in DACs with the possibility of enhancing incentives or making more focused programming above and beyond current offerings.

This program is planned to continue in the 2026-2030 period. Therefore, during 2025, this program will begin to transition to the Strategic Framework contained in the Commission's July 2023 Order. The Midstream sub-initiative within the Commercial and Industrial Gas program may be discontinued in Q3 2025 as part of the program's transition to the Strategic Framework.

### **Program Incentives & Delivery**

The Gas C&I Program promotes prescriptive, custom, point-of-sale, and direct install energy savings opportunities. Prescriptive incentives are available for measures that provide predictable energy savings in most applications where they replace a similar technology of lesser efficiency. National Grid offers such incentives for a variety of natural gas technologies including, but not limited to, space and water heating systems (along with associated controls), steam traps and pipe insulation. The prescriptive path often serves as the customer's initial exposure to energy efficiency that may lead to more complex custom projects.

To identify and quantify custom opportunities related to a specific process or unique building operations, National Grid provides customers with expert technical assistance, using both in-house technical staff and subject matter experts drawn from a pool of prequalified expert private sector engineering consultants, as well as collaboration with NYSERDA's technical services and complementary programs.

To move customers to action once opportunities have been identified, the Company also offers incentives designed to offset the cost of implementing the energy efficiency measures. The overarching goal is to instill customer confidence in projections of project energy savings and

the reliability of equipment performance, to make the financial investment attractive, and to provide a delivery process that makes the upgrade process as simple and seamless as possible.

### **Program Collaborations**

The Company keeps an open dialogue for possible partnerships with NYSERDA, new market players, and peer New York utilities in areas where electric and natural gas service territories overlap.

National Grid leverages collaboration with market trade partners to assist with bringing large project leads and market-specific leads. Since its inception, this network has grown in upstate NY and continues to grow statewide with the introduction of this network in downstate NY. National Grid also works with other areas (e.g., distributed generation) across the organization to investigate new and innovative offerings to add to the Gas C&I Program.

Lastly, as market needs evolve, the C&I Program may collaborate with other internal programs including, but not limited to, the Gas Multifamily Program and the Gas Small Business Services Program.

### **Target Market**

The targeted market for the C&I Program is all non-residential gas customers within National Grid's service territory.

### **Quality Assurance/Quality Control Procedures**

Quality assurance measures include pre-inspections and/or post-inspections to verify equipment is installed and operating as designed. Quality assurance/quality control procedures and business practices are constantly reviewed. The specific C&I inspection procedures vary based on the type of measure installed and the size of the project, including 100% inspections on third party payments.

The Company randomly selects up to ten percent (10%) of the completed prescriptive and custom projects where the incentive is less than \$10,000. All third-party payments, and custom projects where the incentive is greater than \$10,000, require a post-inspection. A virtual inspection option is available that was rolled out in response to the COVID-19 pandemic. The information required is the same whether the inspection is completed in person or virtually.

### **Anticipated Project Timeframe**

Small to average size projects can take an estimated six (6) to twelve (12) months to complete, while larger projects can take an estimated one (1) to four (4) years to complete, depending on size and complexity.

## GAS MULTIFAMILY PROGRAM

### Program Design

The Gas Multifamily Program is designed to increase the installation of energy efficiency measures in existing multifamily buildings (buildings with five (5) or more dwelling units) within National Grid's service territory by working with property owners, managers, trade allies, and tenants. Offerings include installation of prescriptive, custom, and direct install measures. Multifamily buildings present opportunities for upgrades in common areas, building envelopes, and within living units. National Grid will evaluate, refine, enhance, and explore new ways to animate this highly segmented and complex market by delivering comprehensive energy efficiency measures and solutions.

The Gas Multifamily Program consists of the following Sub-Initiatives that support these customers. Below are brief details about each initiative:

- *Prescriptive* – The Prescriptive sub-initiative provides rebates to eligible customers for specific energy efficiency measures following installation. Eligible measures include energy efficient boilers, water heaters, and furnaces, steam traps for radiators, heating control equipment such as Wi-Fi thermostats, and pipe insulation. Rebates may be applied for online or by mail.
- *Midstream* – The Midstream sub-initiative started as a pilot in 2020 and was fully rolled out in 2021. This sub-initiative provides another delivery mechanism for energy efficiency savings with water heating equipment by providing rebates to distributors for selling high-efficiency equipment. This ensures stock of high efficiency equipment at the distributor level and makes it more competitive with less efficient models. This allows distributors to sell this equipment to National Grid's customers at a lower cost, saving money for the customer, and providing energy efficiency savings for National Grid.
- *Custom* – The Custom sub-initiative allows customers to apply for incentives for products that are not covered by the Prescriptive sub initiative. This allows customers doing large or custom projects to apply to National Grid to receive incentives. National Grid provides technical analysis and other support with incentives up to 70% of project costs. Types of Custom projects include heating equipment larger than that covered in the Prescriptive or Midstream sub-initiatives, energy monitoring systems, and other customized projects.
- *Direct Install* – In the Direct Install sub-initiative, the Company provides installation, through a vendor, of energy saving measures at no cost to the customer. These measures include steam traps.
- *Benchmarking Sub Initiative* – In response to provisions in the December 2018 NE:NY Order that directed New York Utilities to prepare for statewide benchmarking of building

energy performance, National Grid implemented an automated and enterprise-wide process, as of January 1, 2019, that uploads customer aggregated usage data, upon customer request, to the Energy Star® EPA Portfolio Manager site. The Company has developed a benchmarking offering for its customers that promotes action by building owners or decision makers to make upgrades that reduce overall building usage.

#### **2019-2024**

In 2019, to support gas constraint issues and demand reduction efforts, the Company offered enhanced incentives for Custom projects. A midstream water heating pilot was launched in 2020, which was transitioned to a full program in 2021. Also, in 2020 the Gas Multifamily program offered support to customers in response to COVID-19 hardships with enhanced incentives and safety tools for tenants.

The Company also launched a one-pipe steam pilot to explore steam opportunities in multifamily units and initiated an Energy Management System (“EMS”) direct install pilot to evaluate how to make an EMS more cost effective. As part of the Statewide LMI implementation plan, the National Grid Gas LMI - Existing Affordable Multifamily Program launched in fall 2021. The Benchmarking sub-initiative was discontinued in 2023.

The Gas Multifamily Program continued to serve multifamily buildings that do not fall into the LMI category. The Gas Non-Residential Weatherization Program launched in 2021, and the Gas Multifamily Program markets collaboratively with the Gas Non-Residential Weatherization Program to encourage customers to take part in both programs. In 2022, the Company began to serve multifamily buildings that are smaller than the required size for the Benchmarking Program with plans to build this effort, the Small Buildings Initiative into its own sub-initiative in future years.

In 2023, the program continued collaborating with the Affordable Multifamily Energy Efficiency Program (“AMEEP”) and Non-Residential Weatherization Program to effectively deliver the suite of programs to eligible multifamily buildings without causing confusion. The Program added new measures and offered enhanced incentives for customers who went through Benchmarking to incentivize customers to understand their buildings’ needs and pursue the most effective projects. The Direct Install and Benchmarking sub-initiatives were discontinued in 2023.

In 2024, the Multifamily Program has maintained customer participation. The Direct Install program made changes to the ECMs available by offering steam traps as the sole measure in the program. This change has allowed the program to keep running and the company is seeing steady savings achieved through this delivery model. The Midstream program is expected to bring most savings to the Gas Multifamily Program. Efforts are still being made to build the custom and prescriptive pipelines to gain more savings.

#### **2025**

The Company will continue to refine the Gas Multifamily Program to look for better ways to serve this customer segment. A key focus is on obtaining knowledge from the Company’s

partnerships and collaboration with NYSERDA, along with market research to ensure that the Company is evolving to meet customer demands and achieving a more productive mix of utility and third-party investment. The overall goal is to improve the efficiency of the gas system, while increasing consumer value and choice. The Company will explore ways to streamline the customer's journey through the various programmatic offerings, including the Gas Non-Residential Weatherization Program and the Gas Multifamily Program's Sub-Initiatives.

The Company will continue to collaborate with the Gas LMI - Existing Affordable Multifamily Program and will explore ways to better reach the decision makers for this customer segment. Additionally, the Program will explore how to best phase out measures that will no longer be available in 2026 to avoid a shock to the market. The Gas Multifamily Program budgets have been reevaluated due to changes in pipeline and vendor forecasts for funding in 2024. Budgets have been adjusted to align with the current program forecasts.

This program overall is planned to continue in the 2026-2030 period. Therefore, during 2025, this program will begin to transition to the Strategic Framework in the Commission's July 2023 Order.

### **Program Incentives & Delivery**

The Gas Multifamily Program provides incentives and programmatic support for the installation of energy efficiency measures. These measures vary depending on building characteristics (e.g., age, construction, and locational constraints) and may include in-unit direct savings measures, common area direct savings measures, and contractor-installed, capital-intensive measures.

For the Custom Sub Initiative, property owners and managers are provided a customized list of recommended energy efficiency measures, which are then discussed with the owner/manager. For the Custom and Prescriptive sub initiatives, customers receive incentives after the measures are installed. For the Direct Install Sub-Initiative, the measures are installed at no cost to the customer. The Midstream Sub-Initiative provides an incentive to distributors, who pass the cost savings on to the customer.

### **Program Collaborations**

National Grid will continue to collaborate with NYSERDA and other third parties to target deeper energy savings in the multifamily sector. Additional opportunities to collaborate with other utilities to coordinate leads, audits, and savings between the gas and electric utilities will also be evaluated.

### **Target Market**

Landlords or owners of buildings with five (5) or more units on multifamily gas heating rates are eligible to participate in the Multifamily Program. Customers with at least one (1) centralized

heating system at a gas heating rate are eligible to participate. The Company has received approval to expand our target market to include non-firm customers.

### **Quality Assurance/Quality Control Procedures**

Quality assurance measures include pre-inspections and/or post-inspections to verify equipment is installed and operating as designed. Random post-inspections are performed on up to ten percent (10%) of installed projects including 100% of projects with incentive payments made to third parties (contractors). All custom measure incentives require pre-installations and post-installation inspections. As a result of the COVID-19 pandemic, the Company has implemented a virtual pre-installation and post-installation inspection process to meet NYS safety guidelines. The information required is the same for an inspection conducted in-person or virtually.

### **Anticipated Project Timeframe**

Small to average size projects can take approximately six (6) months to complete while larger projects can take an estimated one (1) to four (4) years to complete, depending on size and complexity.

## **GAS RESIDENTIAL ENGAGEMENT PROGRAM**

### **Program Design**

The Gas Residential Engagement Program is a behavioral initiative to encourage residential customers to change their energy use behavior to conserve energy. Behavioral initiatives seek to identify the factors that motivate residential customers to actively employ personal energy saving actions and/or participate in energy efficiency programs.

The Gas Residential Engagement Program consists of the following Sub-Initiatives that will further support gas customers. Below are brief details about each Sub-Initiative:

- *Home Energy Reports* – Home Energy Reports ("HERs") are monthly and bimonthly reports sent to customers that are used as an informational and educational tool. These reports are sent to gas customers via print (postal mail) or email. All HERs include personalized energy usage information, data insights, tip modules and references to other programs offered by the Company. Email reports have the benefit of containing hyperlinks that direct customers to learn more about content in the report. Typically, print reports are sent bimonthly, while email reports are sent monthly.
- *Video Home Energy Reports* – Video Home Energy Reports ("VHERs") are video-based reports sent to customers that are used as an information and educational tool. These reports contain personalized videos with information on energy usage, tips to reduce usage, and the option to learn more about energy efficiency in the home. VHERs will be sent during the winter, specifically targeting gas usage information during typically high usage months.

- *High Usage Alerts* – High Usage Alerts (“HUAs”) are email notifications sent to customers who receive HERs and are forecasted to use 25% more energy in the current billing cycle compared to the previous month. This allows customers to have insight into their bill before the end of the billing cycle. HUAs include information on why the customer is receiving the notification, behavioral tips to reduce energy usage, and marketing modules on other programs offered by the Company.

#### **2019-2024**

In 2020 and 2021, the Company continued to improve HERs after positive feedback on a 3.0 pilot, which was launched in summer 2020. This version included new energy insights, behavioral techniques and QR codes to further engage the customer. Evaluations reported those who had received the pilot found this version more useful than previous versions, with an increase in click rates and web logins. HER version 3.0 was released to all customers in fall 2021. The Company used the alternative delivery method of VHERs and used video media to distribute personalized messages to educate select customers on the benefits of heat pumps and the Company's heat pump offerings.

The Company continued to utilize VHERs as a form of communication to customers in 2022. Videos were sent to customers during the heating season to inform them of their energy use and tips to reduce usage in the future through behavioral changes. The program expanded with the introduction of HUAs in fall 2022. HUAs were email alerts sent to customers who were forecasted to use 25% more energy in the current billing cycle compared to the previous month.

These alerts support customer transparency by preventing bill shock via proactive notifications to educate and empower customers to change their behavior to reduce energy usage. HUAs included an explanatory statement with weather insights to inform customers on why they are receiving an alert, forecasts to compare their projected energy use to the previous billing cycle, marketing modules to promote other energy efficiency programs, and tips to reduce energy use through behavioral changes.

In 2023, the Company continued to add new customers to the program as recipients of the HER treatment groups. Customers in the treatment group received Weekly Energy Update emails and HUA emails. The Company continued to utilize VHERs. In addition, the program cross-promoted other residential programs to raise customer awareness and increase participation.

To redirect funds to programs that support the portfolio's transition to strategic measures, HERs, VHERs, and HUAs were discontinued in Q4 2023. In 2024, the Company has continued this program with a reduced budget to offer residential customers access to energy usage and billing information that was provided by HERs and HUAs when they sign into their customer account on the National Grid website.

## 2025

In 2025, the Company plans to continue offering residential customers access to energy usage and billing information that was provided by HERs and HUAs when they sign into their customer account on the National Grid website. The Gas Residential Engagement Program is planned to be fully discontinued in Q4 2025. Based on the Strategic Framework in the Commission's July 2023 Order, the Company has determined that this program is Non-Strategic and cannot be funded by energy efficiency portfolios in 2026-2030.

### **Program Incentives & Delivery**

The purpose of this behavioral mechanism is to provide customers with personalized energy information via an energy information marketplace. The energy information marketplace uses multiple channels (e.g., web, mail, email) to deliver personalized energy information to residential customers. The information motivates customers to take action to conserve energy use and reduce their energy costs.

This program helps to promote other programs in the Company's residential portfolio such as the Gas Residential Program through information in HERs, as well as tips to take advantage of these programs.

### **Program Collaborations**

National Grid collaborates internally with the marketing team to coordinate modules in HERs to support other programs and potentially align marketing campaigns. The program utilizes the *Gas Residential Online Assessment*, guiding customers through a series of questions to collect information about their usage habits. The online assessment then generates a report that provides customers with a disaggregation of their energy usage and provides recommendations on how they can save energy.

### **Target Market**

Residential gas customers in single family homes or one-to-four-unit buildings are eligible to participate in the Gas Residential Engagement Program.

### **Quality Assurance/Quality Control Procedures**

The behavioral initiative assigns customers to treatment and control groups. The treatment groups receive reports via mail, email, or video on an ongoing basis and have access to the same information on the National Grid website. Control groups are retained for the purposes of evaluation.

Periodic evaluations are conducted on different aspects of the program, including program administration, operations, and reporting by third-party vendors to verify the effectiveness of the current program processes and validity of savings.

### **Anticipated Project Pipeline**

Not Applicable

## GAS RESIDENTIAL PROGRAM

### Program Design

The primary objective of the Gas Residential Program is to overcome market barriers, increase market awareness, and promote adoption of high-efficiency gas space and water heating equipment and related controls. This includes, but not limited to, furnaces, boilers, water heaters, thermostats, and pipe insulation. Rebates are provided to customers to offset the higher cost of their investment in high-efficiency equipment.

The Gas Residential Program consists of the following sub-initiatives. Below are brief details about each sub-initiative:

- *Prescriptive (Discontinued Q4 2023)* – The prescriptive sub-initiative offers customers incentives for high-efficiency gas space and water heating equipment, along with associated controls. Typically, offerings in this sub-initiative require a trade ally to complete installation. Offerings include hot water boilers, steam boilers, furnaces, water heaters, controls, and equipment tune-ups. These offerings have specific predetermined requirements that must be met to qualify for a rebate.
- *In-Store Midstream* – The in-store midstream sub-initiative encourages customer to purchase the most energy efficient gas equipment and associated controls when shopping in participating retail stores. Offerings include low flow aerators, bathroom faucets, pipe insulation and water heaters. These offerings have specific predetermined requirements that must be met to qualify for a rebate.
- *Distribution Midstream* – The distribution midstream sub-initiative incentivizes distributors to supply, promote and sell high efficiency gas space and water heating equipment to contractors. Qualifying equipment includes hot water boilers, steam boilers, combination boilers, furnaces, and water heaters. Providing rebates to distributors incentivizes distributors to stock and promote sales of high-efficiency gas equipment, impacting a larger portion of the market and increasing claimable energy savings from unclaimed “downstream prescriptive” type offerings. These offerings have specific predetermined requirements that must be met to qualify for a rebate.
- *Direct Install* – The direct install sub-initiative, also referred to as Savings Your Way, offers customers an opportunity to receive a no-cost, in-person or virtual, home energy efficiency assessment. During this assessment, the customer is made aware of potential energy efficiency upgrades relevant to their home and equipment. Customers who participate in this sub-initiative receive no-cost, easy-to-install energy efficiency measures. Offerings include bathroom and kitchen aerators, low-flow showerheads, pipe wrap, and thermostatic shower valves.

## **2019-2024**

In 2019, the program offered enhanced summer incentives. The program also began development of a contractor portal, where contractors could assist customers with filling out a virtual prescriptive rebate application.

In 2020, the program designed and launched a midstream delivery method. Leads generated from an online assessment were used to directly market to customers and take advantage of opportunities to virtually connect with local contractors to maintain relationships during the COVID-19 pandemic.

The Company continued to implement prescriptive measures in 2021. The midstream delivery method was be introduced in fall 2021. These midstream measures provide customers with more opportunities to participate in the Gas Residential Program. Leads generated from the online assessment were being used to directly market to customers and take advantage of any opportunity to virtually connect with local contractors to maintain relationships during the COVID-19 pandemic.

In 2022, the Gas Residential Program introduced a new delivery model to offer rebates on combination boilers and tankless water heaters. The distribution midstream delivery model offers incentives at the distribution level. Distributors receive a portion of the incentive, and the remainder gets passed to the customer through the contractor. The program continued to expand its in-store midstream offerings through 2022. Prescriptive offerings were evaluated to understand how the program can push customers to adopt the most efficient HVAC equipment. The program removed less efficient HVAC equipment from the delivery model to promote higher efficiency equipment with more attractive incentives. Along with this, some measures were moved from the prescriptive delivery model to the in-store midstream delivery model. The program continued to utilize leads generated from the online assessment to directly market offerings to customers.

In 2023, the program focused on expanding offerings, becoming more cost-effective and engaging customer living in an identified disadvantaged community. This year, two new measures were added to the prescriptive sub-initiatives, learning thermostats and equipment tune-ups. These measures compliment gas space heating equipment, ensuring the space heating system is running as effectively as possible. Along with new measures, incentives were increased compared to 2022 incentive levels based on recommendations in the program's evaluation study. Customers were encouraged to take advantage of prescriptive offerings through marketing tactics and seasonal promotions. During seasonal promotions, customers are offered an increased incentive on specific prescriptive offerings for a limited time, typically the highest efficiency space and water heating equipment.

To support customers living in a DACs, the program launched a targeted program feature through the direct install sub-initiative. This feature allows customer who participate in the direct install sub-initiative and are in an identified DAC to receive a free device that gives customers the ability to view their gas usage in real-time through their mobile device. If gas usage is high and may result in a higher bill, the device flags this and alerts the customer. Along with this, customers can set gas-saving goals for themselves and compare gas consumption over time. The initiative is designed to assist customers with more granular data on their usage, personalized messaging and prevents bill shock by alerting the customer before they receive their bill.

Also in 2023, the program focused on expanding offerings and becoming more cost-effective. New measures were added to the prescriptive sub-initiatives, learning thermostats and equipment tune-ups. These measures complimented gas space heating equipment, ensuring the space heating system is running as effectively as possible. Along with new measures, incentives were increased compared to 2022 incentive levels based on recommendations in the program's evaluation study.

The Program continued to evaluate its measure and delivery model mix to optimize the programs savings through 2023. The program explored opportunities to expand in-store midstream offerings by increasing the number of participating stores. Through 2023, the program began the process of understanding historical and current participation in disadvantaged communities. This helped the program understand the barriers that are present for these customers and how the program can help these customers to participate.

A key focus in 2023 was the "Savings Your Way" sub-initiative. The Savings Your Way sub-initiative is a no-cost home energy assessment which can be done in-person or virtually. During the assessment, customers will learn about potential energy savings that are specific to their home, receive customized recommendations to reduce energy costs and increase comfort and receive exclusive rebates on qualifying equipment offered by the Company. The Prescriptive sub-initiative was discontinued in Q4 2023 to redirect funds to programs that support the portfolio's transition to Strategic measures.

In 2024 the "In-Store" Midstream sub-initiative expanded by adding a new retail partner and local hardware stores. New measures were added, including opaque shell insulation, showerhead, and kitchen faucets. The Distribution Midstream and Direct Install (i.e., "Savings Your Way") sub-initiatives continue to provide incentive to distributors to supply, promote and sell high efficiency gas equipment and easy-to-install energy efficiency measures. The program continues efforts to support customers in DACs.

## **2025**

The Gas Residential Program is planned to be offered through 2025 and discontinued in Q4 2025 as part of the Company's transition to the Strategic Framework. In-Store incentives for Strategic measures such as pipe and opaque shell insulation that are currently offered in the Gas Residential Program's In-Store Midstream sub-initiative are planned to continue in a Gas In-Store Residential Program proposed by the Company for 2026-2030. The Company has determined that redirecting funds to other programs that are planned to be offered in the upcoming 2026-2030 period aligns with the Strategic Framework in the Commission's July 2023 Order.

### **Program Incentives & Delivery**

The Gas Residential Program utilizes four different delivery models: prescriptive, in-store midstream, distribution midstream and direct install. Depending on the sub-initiative, customers can receive their incentives, or benefits associated with the offerings, in multiple ways.

Customers who take advantage of prescriptive measures, or contractors that perform the installation, fill out an application for the rebate. The rebate is then processed and sent to the assigned rebate payee – either the customer or installation contractor. Customers who take advantage of offerings in the in-store midstream sub-initiative do not need to fill out an application to receive a rebate. Instead, the rebate is received as a discount off the retail price when the item/equipment is purchased at participating retail stores. In the distribution midstream sub-initiative, contractors purchasing the eligible equipment provide the installation address and equipment details to the distributor and receive an incentive to reduce the overall cost of the equipment and associated project.

By providing rebates to distributors, the Program impacts a much more substantial portion of the targeted market and helps increase claimable energy savings unclaimed from the "downstream prescriptive" programs. In Direct Install, customers receive a personalized home energy efficiency assessment, virtually or in person, educating them on their homes current state in terms of energy efficiency and opportunities to make improvements. In addition, gas savings offerings are provided to the customer for no out-of-pocket cost. Offerings are installed on-site, or, sent to customers via mail if the assessment was completed virtually.

### **Program Collaborations**

National Grid has well-established contractor networks in place. Through periodic training and virtual contractor meetings, these trade allies are educated on the benefits of high-efficiency equipment and controls along with the current incentive offerings and online rebate application process. This program also partners with retailers to buy down certain in-store items that save gas energy for customers.

### **Target Market**

Residential gas customers in one-to-four-unit residences or individually metered multifamily buildings with a SC1 residential gas rate code are currently eligible to participate in the Gas Residential Program.

### **Quality Assurance/Quality Control Procedures**

Random post-inspection of up to a minimum of ten percent (10%) of approved rebates is conducted to verify the incentivized equipment is installed. The Company is actively working to improve the quality assurance/quality control process through constant review of procedures and business practices.

### **Anticipated Project Timeframe**

Project timeframes vary considerably depending on the measures installed. On average, a residential high efficiency heating project cycle is approximately two months.

## **GAS RESIDENTIAL WEATHERIZATION PROGRAM**

### **Program Design**

The Gas Residential Weatherization Program aims to overcome market barriers, increase customer and contractor awareness, and promote adoption of weatherization and building shell improvements in residential single-family homes and one-to-four-unit buildings. The program supports residential homeowners by educating customers on the benefits of weatherization and offering incentives for the installation of air sealing, insulation, and other weatherization measures. Improvements to the building shell can enhance occupant comfort, provide year-round energy savings, and help prepare residential homes for electrification of space heating and cooling. Specific predetermined requirements must be met to be eligible for an incentive.

### **2019-2024**

The Gas Residential Weatherization Program launched in September 2021, with a small Program Partner (i.e., installation contractor) and Trade Ally network. An initial cohort of customers engaged in the program. However, labor and materials supply shortages, as well as limited contractor participation within the program's initial aggregator model, restricted the number of projects that could be completed.

The Company worked with a thermal mapping and rating vendor to detect customers with the most need to weatherize their homes. This was used as a marketing tool to engage more customers to understand their home's energy loss and participate in weatherization programs to better insulate their building envelope. This data informed the Company's decisions about where additional resources should be allocated and informed the Company's expansion of partner networks for the program.

A significant focus was placed on outreach to contractors, resulting in steady growth in Program Partner enrollments in 2022. In addition to targeted outreach efforts, the program implemented lead sharing and “bring your own contractor” options to increase contractor participation. Lead sharing is an opt-in offering that allows customers to share their interest in a weatherization project with Program Partners to help them find a contractor for their project.

Additional barriers to customer participation were identified and addressed by further adjusting the program participation model. When working with a Program Partner, customers may assign the rebate amount to their chosen Program Partner, also referred to as an “Instant Rebate.” By assigning the rebate, the Program Partner can offer the project scope at a lower out-of-pocket cost to the customer by reducing the total project cost. Reducing upfront, out-of-pocket costs allows customers to take on larger project scopes with greater energy savings. After these enhancements were implemented in the summer of 2022, the number of projects and participating Program Partners increased significantly.

In 2023, the Gas Residential Weatherization Program saw continued growth in program interest and participation from customers and contractors. Given this demand, several changes were made to ensure the program’s longevity. In March 2023, the program paused all new marketing efforts to reduce application submissions and announced program eligibility and incentive changes. These program changes decreased incentives for upcoming project scopes with major interior renovations and open attics. In June 2023, the program announced a new incentive cap that is the lesser of \$5,000 or 50% of the total project cost. Even with these changes, customer and Program Partner interest grew to the point where it exceeded the program’s allocated funding. As reflected in the Company’s SEEP Record of Revision filed in June 2023, the program’s planned budget and energy savings for 2023 increased by more than 300% to support this program’s growth.

In August of 2023, the program was put on pause until further notice and stopped accepting new intake forms and rebate applications. Applications received before the program was paused were evaluated by the Company for potential incentives subject to program rules and availability of funds.

In 2024, due to program growth and funding considerations, the Gas Residential Weatherization Program will remain paused while the Company evaluates options to reopen the program. National Grid is running an RFP process to select a new third-party vendor to relaunch and administer the program. For the relaunch, National Grid will implement program design improvements based on lessons learned from prior years.

## **2025**

The Gas Residential Weatherization Program is planned to relaunch in late 2024 or Q1 of 2025 with the goal of accepting rebate applications no later than March 2025. This program

is planned to continue in the 2026-2030 period as it only offers Strategic measures that comply with the Strategic Framework in the Commission's July 2023 Order.

Once the program is back in market in 2025, several steps will be taken to continuously improve its performance. The program will aim to improve delivery from Program Partners, explore options to increase access to financing, and partner collaboration on projects involving multiple weatherization measures. To maximize savings per project, the program will focus efforts on the highest-value measures.

Additionally, the program will evaluate the impact of adding measures and adjusting incentive levels and incentive structure design. The program will also need to monitor market conditions that may increase project costs and continued supply chain disruptions and adjust accordingly to avoid negative impacts to customers. The program requires customer and contractor engagement to maintain a steady pipeline of projects. This outreach and education will continue through a variety of proven marketing methods.

### **Program Incentives & Delivery**

All program incentives are calculated based on a dollar amount specific to the type of eligible work, or measure, performed (i.e., wall insulation), and the associated energy savings. This is referred to as a dollar per therm incentive structure. As customers adopt more building shell and air sealing improvements for their home, they save more energy, resulting in a higher total incentive. The program plans to launch with incentives capped at the lesser \$5,000 or 50% of the total project cost. Incentive levels will be continuously reviewed and adjusted to ensure program longevity and optimize performance.

Customers can receive their incentive in one of two ways after the project is completed and documentation is approved: through a rebate check, or by reassigning the rebate to a participating Program Partner, ("Instant Rebate).

### **Program Collaborations**

The Gas Residential Weatherization Program is coordinating with other market-rate programs within the Company's EE portfolio such as the Gas Residential Program. The programs are complementary and take steps to ensure that customers do not receive incentives for the same measure or scope of work from multiple programs. Customers are made aware of complementary incentive offerings via collateral shared with contractors, cross-promotional digital marketing, program webpages, direct mail, and email.

### **Target Market**

Residential gas customers in single family homes or one-to-four-unit buildings with a SC1 residential gas rate code are currently eligible to participate in the Gas Residential Weatherization Program.

### **Quality Assurance/Quality Control Procedures**

Once a contractor's Program Partner application is accepted, they will enter a trial period. During this trial period, Program Partners need to successfully complete five projects that meet the Program requirements in each Operating Company where they participate in the program. All projects completed by Program Partners will undergo both pre-inspection and post-inspection in-person (i.e., on-site) during the trial period. If a Program Partner fails more than 20% of the pre-inspections and/or post-inspections, their trial period will be reset with five new projects. If the Program Partner fails more than 20% of the pre-inspections and/or post-inspections during the second trial period, they will be removed from the Program Partner network. The contractor will be ineligible to participate in the program until they meet the requirements to reapply. The Company will actively work to improve the QA/QC process through continual review of procedures.

### **Anticipated Project Timeframe**

Depending on project scope, availability of Program Partners or independent contractors to estimate and complete work, and any custom order materials, projects typically take one to three months to complete.

## **GAS NON-RESIDENTIAL WEATHERIZATION PROGRAM**

### **Program Design**

The Gas Non-Residential Weatherization Program is a C&I and Multifamily weatherization program that is designed to help reduce peak demand on the gas system, while also providing long effective useful life ("EUL") year-round energy savings, improving occupants' comfort, and enhancing building readiness for potential future electrification. The program is composed of measures that improve building envelopes, including air sealing, insulation, and window replacements.

Customers work with the Company's sales professionals and energy engineers to identify needs and create an offer letter identifying the measure(s) being proposed to the customer along with projected annual gas savings and rebate amount(s) associated with the measure(s). Incentives are awarded to customers if there is a clear projection of savings; these incentives are offered to help cover a portion of the total cost of these projects.

### **2021-2024**

Weatherization measures were initiated in Q4 2021 with targets developed to achieve further gas savings to assist in addressing the Downstate NY gas capacity constraint. The weatherization program was designed to be implemented by engaging the National Grid internal sales teams and trusted contractors in the territory to maximize participation in the program to reach a substantial number of customers. Early insights identified that the labor and materials supply shortages as well as the complexity of the application process limited the number of projects that were able to be completed. A significant effort was made to recruit potential contractors to the network in Downstate NY. The program has seen steady

growth through 2024 as the contractor network continues to expand and the market stabilizes from previous conditions that raised the cost of labor and materials. National Grid's program team has an ongoing collaboration with NYSERDA to develop a workforce capable of delivering C&I/MF weatherization services at scale.

## **2025**

National Grid is introducing measures that will be offered prescriptively to drive therm savings. The Company will also offer incentives on a per square foot basis. These incentives will still follow the custom delivery method but are designed to demonstrate cost savings to customers in an easy-to-understand manner which will drive participation.

This program is planned to continue in the 2026-2030 period as it only offers Strategic measures that comply with the Strategic Framework in the Commission's July 2023 Order.

### **Program Incentives & Delivery**

The program currently offers weatherization measures through a custom approach to improve building envelopes at a higher incentive level than other energy efficiency measures currently being offered to customers with the Gas C&I Program. Building insulation, air sealing, and window measures are incentivized on a dollar per therm basis to help customers target unique energy efficiency opportunities not covered by prescriptive offerings.

### **Program Collaborations**

The Gas Non-Residential Weatherization Program is administered through the Gas C&I Program, which promotes a bundled approach with other C&I Program sub-initiatives. The program is also coordinated with other programs within the Company's EE portfolio. Customers are made aware of complementary incentive offerings via collateral shared with contractors, cross-promotional digital marketing, program webpages, and email.

### **Target Market**

The target market for The Gas Non-Residential C&I Weatherization Program is all non-residential gas customers within National Grid's service territory.

### **Quality Assurance/Quality Control Procedures**

Post inspections are mandatory for completed projects with over \$10,000 in incentives provided, only 10% of all projects with incentive under \$10,000 are inspected. Once construction has been completed and the program receives the final invoice, National Grid's internal technical sales support team completes the post-inspection, typically within a week of project completion.

### **Anticipated Project Timeframe**

Projects range from a few months to over a year depending on the size, complexity, and measures that are being implemented.

## GAS RESIDENTIAL AND NON-RESIDENTIAL ONLINE MARKETPLACE PROGRAMS<sup>11</sup> [CLOSED]

### **Program Design**

The Gas Residential and Non-Residential Online Marketplace Program<sup>12</sup> (“Online Marketplace”) included individualized customer education on specific energy efficiency opportunities for customers’ homes or businesses. The Online Marketplace provided an intuitive, visual, and interactive tool to engage the customer, and to allow customers to take immediate action with instant financial incentives and rebates. The Online Marketplace drove action, educated, and utilized customer insights for a more customized online experience.

### **Program Incentives & Delivery**

Customers completed an online energy assessment that collected information about their homes and their usage habits. The online assessment then generated a report that provided customers with a disaggregation of their energy usage and details for a variety of recommendations on how they can save energy. These tips directed the customer to an online Marketplace website where they could purchase smaller, self-install measures. National Grid provided an instant rebate for those measures.

The Residential and Non-Residential Online Marketplace programs closed in Q4 2023.

## GAS RESIDENTIAL COMFORT PLAN [CLOSED]

### **Program Design**

This program was a pilot marketing partnership between National Grid and SEALED, an energy and financial technology company that offers comprehensive home weatherization and energy efficiency services through customer education, a network of local contractor partners, and a performance payment system called the Comfort Plan. SEALED enabled customers to implement comprehensive home improvements, improve home comfort and reduce their environmental footprint with lower upfront costs than available under other programs. Customers paid the cost of the home improvements back to SEALED over time based on the amount of energy that customers saved compared to each customer’s past energy usage (weather adjusted). Customers were encouraged to implement deep energy efficiency measures and retrofits they may not have otherwise had the financial resources to undertake.

### **Program Incentives & Delivery Overview**

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<sup>11</sup> Previously named the Residential and Non-Residential Efficiency Platforms

<sup>12</sup> <https://liny.home.Marketplace.nationalgrid.com/>

National Grid launched and tested the program providing eligible residential customers with home energy upgrades (primarily weatherization services and heating upgrades) that were paid for through their energy bill savings.

This program closed at the end of Q3 2021.

### III. SUPPLEMENTAL PROGRAMS

#### EXPANDED DOWNSTATE NY GAS DEMAND RESPONSE PORTFOLIO

##### **Program Design**

KEDNY and KEDLI have developed a portfolio of gas DR programs for firm service customers, focused on engaging both residential/small business and large C&I customers. These programs are designed to address the emerging supply-demand gap in Downstate NY and to support the operational needs of the gas system, while also serving as a complement to the existing non-firm demand response customer class.

National Grid's portfolio of Firm Gas Demand Response programs consists of the Load Shedding Program, Load Shifting Program, and the Bring Your Own Thermostat ("BYOT") Program.

The Load Shedding DR program has met the enrollment targets set for this program as part of the Capacity Demand Metrics in DNY every year of the rate case thus far. The Companies' Load Shifting and BYOT programs also saw increased participation, with a 152% increase in Load Shifting participants and a 34% increase in BYOT devices from 2022-23.

##### **Case/Matter#**

Case 16-G-0058, Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of KeySpan Gas East Corporation d/b/a National Grid and Brooklyn Union Gas d/b/a National Grid NY for Gas Service, Gas REV Demonstration Projects – Implementation Plans

Case 20-G-0087, Tariff filing by The Brooklyn Union Gas Company d/b/a National Grid NY to Modify its Gas Tariff Schedule, P.S.C. No. 12 - Gas, to Establish a Firm Demand Response Program

Case 19-G-0310, Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of KeySpan Gas East Corporation d/b/a National Grid Gas Service.

##### **Filing Schedule**

Updates are filed on an annual basis prior to the start of the season (typically mid-June).

#### LOW-TO-MODERATE-INCOME WEATHERIZATION HEALTH & SAFETY PROGRAM

##### **Program Design**

The Weatherization Health & Safety Program ("WH&S Program") is designed based on lessons learned from the Weatherization Health & Safety Initiative as part of the now closed Environmental Justice Equity plan. This program is implemented by KEDNY and KEDLI and aims to advance the clean energy transition for all, in line with National Grid's strategic priorities. Energy Efficiency upgrades are often hampered by the presence of health and safety

issues in customers' homes. With the current cost of living, many New Yorkers cannot prioritize the cost of health and safety improvements to their homes over other necessities. This is especially true for the most vulnerable customer segment of LMI households. Furthermore, LMI customers often reside in DACs where environmental health issues are more concentrated than in other areas. Through the Weatherization Health & Safety Program, National Grid seeks to help address common health and safety issues and clear the path for further energy efficiency efforts.

Similar to the pilot, activities to address health and safety issues include remediation of carbon monoxide hazards, mold, pests, insufficient wiring, or ventilation, plumbing problems, blocked access to spaces in the home, unsafe appliances, and unsafe condition of the customer-owned gas line. Upon these remediation measures' completion, the participants will apply to NYSERDA's EmPower+ program where they may have weatherization and other energy efficiency measures installed<sup>13</sup>. Remediation is to be provided at no cost to the customer. Different from the pilot, National Grid will engage an implementation vendor to conduct and oversee the remediation work by qualified installation and repair contractors for each project, instead of transferring the funding to NYSERDA for implementation prior to an EmPower+ project.

This program is allocated \$2M annually for the rate years covered in the KEDNY/KEDLI rate case (\$6M total)<sup>14</sup>. A tentative budget breakdown for this initiative can be found in the Weatherization Health and Safety Program Implementation Plan.

### **Case/Matter#**

Case 23-G-0225, Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Brooklyn Union Gas Company d/b/a National Grid Gas Service

### **Filing Schedule**

National Grid will deliver an annual report no later than 90 days after the end of each Rate Year (typically on or around July 1st).

## THE ENVIRONMENTAL JUSTICE EQUITY PLAN [CLOSED]

### **Program Design**

The Environmental Justice Equity Plan was developed to support an Equity Program within the EE portfolios. The intent of these offerings is to break down barriers to participation in our programs created by systemic racism and economic inequality. Areas of investigation included

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<sup>13</sup> Case 23-G-0225, *et.al.* Proceeding on Motion of the Commission as the Rates, Charges, Rules, and Regulations of Brooklyn Union Gas Company d/b/a National Grid Gas, *KEDNY and KEDLI Weatherization Health and Safety Program Implementation Plan ("Weatherization Health and Safety Program Implementation Plan")* (filed July 1, 2024)

<sup>14</sup> Case 23-G-0225, *et.al.* Proceeding on Motion of the Commission as the Rates, Charges, Rules, and Regulations of Brooklyn Union Gas Company d/b/a National Grid Gas, *Order Approving Terms of Joint Proposal and Establishing Gas Rate Plans, with Minor Modification and Corrections ("KEDNY/KEDLI rate case")* (filed August 15, 2024) p.17

barriers to weatherization, small businesses incentives, diversity goals for new EE contracts, and minority and women-owned business training and support.

The Equity Plan was implemented by National Grid from 2021-2023 utilizing shareholder funds. The shareholder-funded offerings included the following:

- **Small Business DAC initiative:** A program offering free Wi-Fi thermostats, and installation of a common wire to support the Wi-Fi thermostats, for small business customers in DACs. A common wire, often called a C-wire, runs from the heating system to the thermostat to ensure continuous power to the thermostat and system compatibility. The Company generated engagement through marketing, jurisdiction, and economic development to further develop a strategy to support this enhanced offering gaining more traction with our customers. This initiative was launched in September 2021. At year end for 2021, participation in the WIFI Thermostat program was double the projected value. The company invested \$196,572 in shareholder funds to serve 116 customer in the downstate region. The Company has since ended this offering in December 2022.
- **Weatherization Health & Safety Initiative (in conjunction with KEDLI HEAT LMI EE program):** In 2022, KEDLI and KEDNY launched a pilot program to provide LMI customers and customers in DACs remediation services to eliminate health and safety barriers that would otherwise prevent them from participating in weatherization programs. These activities included remediation of carbon monoxide hazards, mold, pests, insufficient wiring, or ventilation, plumbing problems, blocked access to spaces in the home, unsafe appliances, and unsafe condition of the customer-owned gas line. Upon completion, the actual weatherization was completed. The remediation was provided at no cost to the customer. National Grid engaged an implementation vendor to conduct and oversee the remediation work by qualified installation and repair contractors for each project. During 2023 the Company continued to provide remediation and removal services using National Grid Shareholder funding. In KEDLI and KEDNY territory combined, over seven hundred customers took advantage of this supplemental program. The pilot was coordinated with NYSERDA in KEDNY territory, where NYSERDA administers the Empower+ Program. The initiative is now concluded.

While the shareholder funded program has closed, the Company is continuing the efforts started by the Equity Plan with the initiative below:

- **NYSERDA-National Grid BPI Contractor Training Initiative:** in partnership with NYSERDA, National Grid will offer 225 Building Performance Institute trainings throughout National Grid's Upstate and Downstate New York service territories by the end of 2024. This initiative will help contractors and individuals offset the cost of training and certification to become qualified installers of energy efficiency measures and services. Eligible participants include employees of businesses that are an established New York State Minority or Women Owned Business Enterprise ("MWBE"), Veteran Owned Business (VOB), Service-Disabled Veteran Owned Business ("SDVOB") and Indigenous-owned energy services companies operating in National Grid service territories, and/or individuals living in DACs within National Grid service territories who are already employed in, or wish to enter, the energy services field.

National Grid will provide funding to NYSERDA, who is then responsible for managing the relationship with the program administrator. The program administrator will connect students

to relevant training centers in their designated locations. The training centers then will deliver both the trainings and certifications to the student. The student will be responsible for a \$150 co-pay at the time of registration. These trainings are included in the 2023 Residential Weatherization budgets for KEDLI and KEDNY and are included in the Electric Small Business budget for NMPC.

**Case/Matter#**

There is no associated Case number with this program.

**Filing Schedule**

There is no associated filing schedule with this program.

MICRO-COMBINED HEAT AND POWER GAS REV DEMONSTRATION PROJECT [CLOSED]

**Program Design**

The Micro-Combined Heat and Power (“microCHP” or “mCHP”) Gas REV Demonstration Project (the “Project”), being implemented in the service territories of KEDNY and KEDLI was completed in accordance with the revised plans described in the Q3 2019 Report. This project involved the selection of commercially available microCHP products from (4) manufacturers, the installation, operation and remote monitoring of twelve(12) units at residential or light-commercial occupancies, four(4) in Brooklyn and eight(8) on Long Island ranging in electric outputs capacity from 1.5 kW to 6 kW. The first unit became operational in October of 2018 and data collection for some units was extended through September of 2021. All units remain operable, and the project has concluded in 2021 as planned due to the impact of the COVID pandemic.

The project was intended to be a comprehensive examination of the feasibility of new business models that could potentially realize the benefits of microCHP in residential and small commercial buildings in the downstate region as described in the Implementation Plan filed with NY Department of Public Service on July 17, 2017. The proposition was that microCHP has the potential to generate at least marginally positive returns but that the additional availability of partial backup power is attractive to Customers. The project included evaluations of three-products using a small internal combustion engine and one product utilizing a solid-oxide fuel cell.

This project has now concluded.

**Case/Matter#**

Case 16-G-0058, Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of KeySpan Gas East Corporation d/b/a National Grid and Brooklyn Union Gas d/b/a National Grid NY for Gas Service, Gas REV Demonstration Projects – Implementation Plans

**Filing Schedule**

Quarterly Reports were filed 30 days after the end of each quarter. The final quarterly report was filed on April 30, 2021.

## IV. BUDGET AND SAVINGS PLAN SUMMARY<sup>15</sup>

TABLE 1: ACTUAL VS PLANNED PROGRAM SPEND

NE:NY GAS EE	Actual Spend 2019	Actual Spend 2020	Actual Spend 2021	Actual Spend 2022	Actual Spend 2023	Planned Spend 2024	Actual <sup>1</sup> Spend 2024	Total Spend 2019-2024 <sup>2</sup>
<b>Commercial &amp; Industrial Sector</b>								
<b>Gas Commercial &amp; Industrial Program</b>								
Incentives & Services	\$ 1,800,963	\$ 1,726,447	\$ 3,506,119	\$ 3,184,751	\$ 3,730,694	\$ 4,809,353	\$ 4,809,353	\$ 18,758,327
Program Implementation	\$ 530,940	\$ 914,745	\$ 981,332	\$ 1,592,303	\$ 2,290,489	\$ 956,464	\$ 956,464	\$ 7,266,272
<b>Total Budget</b>	<b>\$ 2,331,903</b>	<b>\$ 2,641,192</b>	<b>\$ 4,487,451</b>	<b>\$ 4,777,054</b>	<b>\$ 6,021,183</b>	<b>\$ 5,765,817</b>	<b>\$ 5,765,817</b>	<b>\$ 26,024,599</b>
<b>Gas Non-Residential Online MarketPlace Program<sup>3</sup></b>								
Incentives & Services	\$ -	\$ -	\$ -	\$ 2,790	\$ 13,731	\$ -	\$ -	\$ 16,521
Program Implementation	\$ -	\$ -	\$ -	\$ 118,569	\$ 275,256	\$ -	\$ -	\$ 393,825
<b>Total Budget</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 121,359</b>	<b>\$ 288,987</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 410,346</b>
<b>Gas Non-Residential Weatherization Program</b>								
Incentives & Services	\$ -	\$ -	\$ -	\$ 13,270	\$ 1,195,774	\$ 2,948,000	\$ 2,948,000	\$ 4,157,044
Program Implementation	\$ -	\$ -	\$ -	\$ 775,758	\$ 770,494	\$ 373,213	\$ 373,213	\$ 1,919,466
<b>Total Budget</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 789,028</b>	<b>\$ 1,966,268</b>	<b>\$ 3,321,213</b>	<b>\$ 3,321,213</b>	<b>\$ 6,076,510</b>
<b>Multifamily Sector</b>								
<b>Gas Multifamily Program</b>								
Incentives & Services	\$ 1,443,841	\$ 2,097,410	\$ 1,559,510	\$ 3,042,580	\$ 1,438,188	\$ 1,922,249	\$ 1,922,249	\$ 11,503,778
Program Implementation	\$ 398,828	\$ 362,106	\$ 677,642	\$ 1,090,397	\$ 1,305,880	\$ 810,041	\$ 810,041	\$ 4,644,894
<b>Total Budget</b>	<b>\$ 1,842,669</b>	<b>\$ 2,459,516</b>	<b>\$ 2,237,152</b>	<b>\$ 4,132,977</b>	<b>\$ 2,744,068</b>	<b>\$ 2,732,290</b>	<b>\$ 2,732,290</b>	<b>\$ 16,148,673</b>
<b>Residential Sector</b>								
<b>Gas Residential Engagement Program</b>								
Incentives & Services	\$ 1,766,000	\$ 1,675,573	\$ 1,793,040	\$ 1,746,264	\$ 1,418,412	\$ 229,000	\$ 229,000	\$ 8,628,290
Program Implementation	\$ 3,999	\$ 5,982	\$ 1,898	\$ 11,656	\$ 10,105	\$ -	\$ -	\$ 33,640
<b>Total Budget</b>	<b>\$ 1,769,999</b>	<b>\$ 1,681,555</b>	<b>\$ 1,794,938</b>	<b>\$ 1,757,920</b>	<b>\$ 1,428,517</b>	<b>\$ 229,000</b>	<b>\$ 229,000</b>	<b>\$ 8,661,929</b>
<b>Gas Residential Online MarketPlace Program<sup>4</sup></b>								
Incentives & Services	\$ 200,226	\$ 431,294	\$ 436,802	\$ 245,216	\$ 83,934	\$ 200,000	\$ 200,000	\$ 1,597,472
Program Implementation	\$ 162,611	\$ 182,787	\$ 42,361	\$ 288,326	\$ 109,078	\$ -	\$ -	\$ 785,164
<b>Total Budget</b>	<b>\$ 362,837</b>	<b>\$ 614,081</b>	<b>\$ 479,164</b>	<b>\$ 533,542</b>	<b>\$ 193,012</b>	<b>\$ 200,000</b>	<b>\$ 200,000</b>	<b>\$ 2,382,637</b>
<b>Gas Residential Program</b>								
Incentives & Services	\$ 752,580	\$ 696,703	\$ 629,776	\$ 1,080,045	\$ 1,764,428	\$ 3,000,000	\$ 3,000,000	\$ 7,923,532
Program Implementation	\$ 99,489	\$ 344,892	\$ 1,233,718	\$ 1,276,482	\$ 1,206,267	\$ 1,343,894	\$ 1,343,894	\$ 5,504,742
<b>Total Budget</b>	<b>\$ 852,069</b>	<b>\$ 1,041,595</b>	<b>\$ 1,863,494</b>	<b>\$ 2,356,527</b>	<b>\$ 2,970,695</b>	<b>\$ 4,343,894</b>	<b>\$ 4,343,894</b>	<b>\$ 13,428,274</b>
<b>Gas Residential Comfort Plan Program<sup>5</sup></b>								
Incentives & Services	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Program Implementation	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
<b>Total Budget</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>				
<b>Gas Residential Weatherization Program<sup>5</sup></b>								
Incentives & Services	\$ -	\$ -	\$ -	\$ 12,072,379	\$ 43,875,645	\$ -	\$ -	\$ 55,948,024
Program Implementation	\$ -	\$ -	\$ -	\$ 2,439,678	\$ 2,076,265	\$ 1,628,960	\$ 1,628,960	\$ 6,144,904
<b>Total Budget</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 14,512,057</b>	<b>\$ 45,951,910</b>	<b>\$ 1,628,960</b>	<b>\$ 1,628,960</b>	<b>\$ 62,092,927</b>
<b>Total Portfolio</b>								
Portfolio Administration	\$ 1,318,068	\$ 5,099,510	\$ 1,409,010	\$ 543,834	\$ 895,097	\$ 636,527	\$ 636,527	\$ 9,902,045
Portfolio EM&V	\$ 228,779	\$ 721,421	\$ 375,290	\$ 781,610	\$ 881,410	\$ 1,000,000	\$ 1,000,000	\$ 3,988,511
<b>Total Actual Portfolio Expenditure</b>	<b>\$ 8,706,324</b>	<b>\$ 14,258,871</b>	<b>\$ 12,646,498</b>	<b>\$ 30,305,908</b>	<b>\$ 63,341,148</b>	<b>\$ 19,857,701</b>	<b>\$ 19,857,701</b>	<b>\$ 149,116,451</b>
<b>Commission-Authorized Total Budget</b>	<b>\$ 15,117,521</b>	<b>\$ 16,877,327</b>	<b>\$ 18,967,339</b>	<b>\$ 23,807,312</b>	<b>\$ 29,518,566</b>	<b>\$ 36,846,128</b>	<b>\$ 36,846,128</b>	<b>\$ 141,134,193</b>
<b>Commission-Authorized Surcharge<sup>6</sup></b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 10,958,253</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 10,958,253</b>
<b>Budget Remaining/Unspent Funds<sup>7,8</sup></b>	<b>\$ -</b>	<b>\$ -</b>	<b>\$ 6,320,841</b>	<b>\$ 4,459,657</b>	<b>\$ (33,822,582)</b>	<b>\$ 16,988,427</b>	<b>\$ 16,988,427</b>	<b>\$ (6,053,658)</b>

<sup>1</sup> Actual Spend is annual forecast until full year data is available

<sup>2</sup> Annual acquired savings are generally reflected in the year the energy efficiency work is completed and operational, even though expenditures for such work (i.e., incentives) may occur in the first quarter of the following calendar year.

<sup>3</sup> The program is now closed.

<sup>4</sup> Program was discontinued Q4 2023, however, a budget has been designated for any spillover costs such as returned products.

<sup>5</sup> The program is now paused, expected to relaunch in late 2024 or 2025.

<sup>6</sup> The Demand Capacity Surcharge Mechanism (DCSM) was authorized by the Commission (in Case 19-G-0310) to accelerate recovery of NE:NY budgets to spend on weatherization programs in 2022. The Company's planned total surcharge was \$19,610,250, but only \$10,958,253 was collected through the DCSM due to lower than expected weatherization spend in 2022. This amount was moved from the 2025 authorized budget to 2022.

<sup>7</sup> Unspent funds from 2019 and 2020 were designated to reduce collections from customers as part of Case 19-G-0309 and 19-G-0310 (KEDNY-KEDLI Rate Case) and thus are no longer available to apply to EE programs.

<sup>8</sup> Due to growth in Residential Weatherization participation, 2024 portfolio budgets have been reduced to stay within NE:NY authorized budgets.

<sup>15</sup> The Portfolio Administration budget category includes all portfolio-level (non-program specific) costs other than portfolio Evaluation, Measurement and Verification ("EM&V") costs. Costs included in Portfolio Administration include, but are not limited to, Company overhead (i.e., supplies, computer and communication equipment, staff training and industry-related sponsorships and memberships), program literature, advertising, promotion, internal and external communication, and all forms of direct and broad media. Labor costs are recovered through base rates; therefore, these costs are not reflected in the Portfolio Administration budget category.

TABLE 1A: ACTUAL VS PLANNED NYS CLEAN HEAT PROGRAM SPEND  
 Not Applicable

TABLE 1B: ACTUAL VS PLANNED LMI PORTFOLIO SPEND

NE:NY GAS LMI	Actual Spend 2019	Actual Spend 2020	Actual Spend 2021	Actual Spend 2022	Actual Spend 2023	Planned <sup>2</sup> Spend 2024	Actual <sup>1</sup> Spend 2024	Total Spend 2019-2024
Incentives & Services		\$ -	\$ -	\$ 1,240,887	\$ 3,170,308	\$ 8,300,856	\$ 8,300,856	\$ 12,712,051
Program Implementation		\$ -	\$ -	\$ 168,431	\$ 202,584	\$ 1,738,425	\$ 1,738,425	\$ 2,109,440
<b>Total Budget</b>		\$ -	\$ -	\$ 1,409,318	\$ 3,372,892	\$ 10,039,281	\$ 10,039,281	\$ 14,821,491
Portfolio Administration		\$ -	\$ -	\$ 84,616	\$ -	\$ 19,038	\$ 19,038	\$ 103,654
Portfolio EM&V		\$ -	\$ -	\$ 84,616	\$ 34	\$ 116,868	\$ 116,868	\$ 201,518
<b>Total Actual Portfolio Expenditure</b>		\$ -	\$ -	\$ 1,578,550	\$ 3,372,927	\$ 10,175,188	\$ 10,175,188	\$ 15,126,664
<b>Commission-Authorized Total Budget</b>		\$ 1,026,553	\$ 1,549,056	\$ 2,759,050	\$ 4,186,863	\$ 6,018,754	\$ 6,018,754	\$ 15,540,276
<b>Budget Remaining/Unspent Funds</b>		\$ 1,026,553	\$ 1,549,056	\$ 1,180,500	\$ 813,936	\$ (4,156,434)	\$ (4,156,434)	\$ 413,612

<sup>1</sup> Actual Spend is annual forecast until full year data is available

<sup>2</sup> Data ties to the LMI Implementation Plan to be filed in November 2024

TABLE 2: FORECAST PROGRAM PLANNED SPEND AND BUDGETS

NE:NY GAS EE	Planned Spend 2025
<b>Commercial &amp; Industrial Sector</b>	
<b>Gas Commercial &amp; Industrial Program</b>	
Incentives & Services	\$ 5,041,888
Program Implementation	\$ 789,292
<b>Total Budget</b>	<b>\$ 5,831,180</b>
<b>Gas Non-Residential Online MarketPlace Program<sup>1</sup></b>	
Incentives & Services	\$ -
Program Implementation	\$ -
<b>Total Budget</b>	<b>\$ -</b>
<b>Gas Non-Residential Weatherization Program</b>	
Incentives & Services	\$ 4,669,133
Program Implementation	\$ 260,193
<b>Total Budget</b>	<b>\$ 4,929,326</b>
<b>Multifamily Sector</b>	
<b>Gas Multifamily Program</b>	
Incentives & Services	\$ 4,014,639
Program Implementation	\$ 223,720
<b>Total Budget</b>	<b>\$ 4,238,359</b>
<b>Residential Sector</b>	
<b>Gas Residential Engagement Program</b>	
Incentives & Services	\$ 229,000
Program Implementation	\$ -
<b>Total Budget</b>	<b>\$ 229,000</b>
<b>Gas Residential Online MarketPlace Program</b>	
Incentives & Services	\$ -
Program Implementation	\$ -
<b>Total Budget</b>	<b>\$ -</b>
<b>Gas Residential Program</b>	
Incentives & Services	\$ 4,324,223
Program Implementation	\$ 1,357,469
<b>Total Budget</b>	<b>\$ 5,681,692</b>
<b>Gas Residential Comfort Plan Program<sup>1</sup></b>	
Incentives & Services	\$ -
Program Implementation	\$ -
<b>Total Budget</b>	<b>\$ -</b>
<b>Gas Residential Weatherization Program</b>	
Incentives & Services	\$ 4,307,104
Program Implementation	\$ 1,983,720
<b>Total Budget</b>	<b>\$ 6,290,824</b>
<b>Total Portfolio</b>	
Portfolio Administration	\$ 672,995
Portfolio EM&V	\$ 961,421
<b>Total Actual Portfolio Expenditure</b>	<b>\$ 28,834,797</b>
<b>Commission-Authorized Total Budget<sup>2</sup></b>	<b>\$ 34,888,455</b>
<b>Budget Remaining/Unspent Funds<sup>3</sup></b>	<b>\$ 6,053,658</b>

<sup>1</sup> The program is now closed.

<sup>2</sup> 2025 Commission-Authorized budget is decreased by \$10,958,253 in accelerated spend on Weatherization that was previously recovered in 2022 through the Demand Capacity Surcharge Mechanism (in case 19-G-0310, Order Approving Joint Proposal as Modified, issued Aug 12, 2021).

<sup>3</sup> Due to growth in Residential Weatherization participation, 2025 portfolio budgets have been reduced to stay within NE:NY authorized budgets.

TABLE 2A: FORECAST NYS CLEAN HEAT PLANNED SPEND AND BUDGETS

Not Applicable

TABLE 2B: FORECAST LMI PORTFOLIO PLANNED SPEND AND BUDGETS

NE:NY GAS LMI	Planned Spend 2025
Incentives & Services	\$ 6,539,838
Program Implementation	\$ 2,618,751
<b>Total Budget</b>	<b>\$ 9,158,589</b>
Portfolio Administration	\$ -
Portfolio EM&V	\$ 110,522
<b>Total Planned Portfolio Budget</b>	<b>\$ 9,269,112</b>
<b>Commission-Authorized Total Budget</b>	<b>\$ 8,268,898</b>
<b>Budget Remaining/Unspent Funds</b>	<b>\$ (1,000,214)</b>

TABLE 3: ACTUAL VS PLANNED PRIMARY AND SECONDARY PROGRAM SAVINGS

NE:NY GAS EE	Actual Savings 2019	Actual Savings 2020	Actual Savings 2021	Actual Savings 2022	Actual Savings 2023	Planned Savings 2024	Actual <sup>1</sup> Savings 2024	Total Savings 2019-2024 <sup>2</sup>
<b>Commercial &amp; Industrial Sector</b>								
<b>Gas Commercial &amp; Industrial Program</b>								
MMBtu	211,952	91,231	244,852	153,205	238,205	182,460	182,460	1,121,904
<b>Gas Non-Residential Online MarketPlace Program<sup>3</sup></b>								
MMBtu	0	0	0	244	1,237	0	0	1,481
<b>Gas Non-Residential Weatherization Program</b>								
MMBtu	0	0	0	127	9,410	11,400	11,400	20,936
<b>Multifamily Sector</b>								
<b>Gas Multifamily Program</b>								
MMBtu	84,038	81,224	80,605	190,589	85,428	80,000	80,000	601,884
<b>Residential Sector</b>								
<b>Gas Residential Engagement Program<sup>4</sup></b>								
MMBtu	261,871	221,429	215,756	228,811	234,555	0	0	1,162,422
<b>Gas Residential Online MarketPlace Program<sup>4</sup></b>								
MMBtu	5,294	10,743	11,876	7,098	3,151	0	0	38,162
<b>Gas Residential Program</b>								
MMBtu	27,443	21,485	10,267	58,053	123,269	61,411	61,411	301,929
<b>Gas Residential Comfort Plan Program<sup>3</sup></b>								
MMBtu	0	0	0	0	0	0	0	0
<b>Gas Residential Weatherization Program<sup>5</sup></b>								
MMBtu	0	0	0	20,387	66,173	0	0	86,561
<b>Total Portfolio</b>								
MMBtu	590,599	426,111	563,357	658,514	761,428	335,271	335,271	3,335,279

<sup>1</sup> Actual Savings is annual forecast until full year data is available

<sup>2</sup> Annual acquired savings are generally reflected in the year the energy efficiency work is completed and operational, even though expenditures for such work (i.e., incentives) may occur in the first quarter of the following calendar year.

<sup>3</sup> The program is now closed.

<sup>4</sup> Due to program changes in Q4 2023, no savings are planned in 2024.

<sup>5</sup> The program is now paused, expected to relaunch in late 2024 or 2025.

TABLE 3A: ACTUAL VS PLANNED PRIMARY AND SECONDARY NYS CLEAN HEAT SAVINGS

Not Applicable

TABLE 3B: ACTUAL VS PLANNED PRIMARY AND SECONDARY LMI PORTFOLIO SAVINGS

NE:NY GAS LMI	Actual Savings 2019	Actual Savings 2020	Actual Savings 2021	Actual Savings 2022	Actual Savings 2023	Planned <sup>2</sup> Savings 2024	Actual <sup>1</sup> Savings 2024	Total Savings 2019-2024
<b>Total Portfolio</b>								
MMBtu		0	0	7,079	31,799	61,812	61,812	100,690

<sup>1</sup> Actual Savings is annual forecast until full year data is available

<sup>2</sup> Data ties to the LMI Implementation Plan to be filed in November 2024

TABLE 4: FORECAST PRIMARY AND SECONDARY PROGRAM SAVINGS PLANS

NE:NY GAS EE	Planned Savings 2025
<b>Commercial &amp; Industrial Sector</b>	
<b>Gas Commercial &amp; Industrial Program</b>	
MMBtu	191,282
<b>Gas Non-Residential Online MarketPlace Program<sup>1</sup></b>	
MMBtu	0
<b>Gas Non-Residential Weatherization Program</b>	
MMBtu	17,922
<b>Multifamily Sector</b>	
<b>Gas Multifamily Program</b>	
MMBtu	12,765
<b>Residential Sector</b>	
<b>Gas Residential Engagement Program<sup>2</sup></b>	
MMBtu	0
<b>Gas Residential Online MarketPlace Program<sup>1</sup></b>	
MMBtu	0
<b>Gas Residential Program</b>	
MMBtu	88,518
<b>Gas Residential Comfort Plan Program<sup>1</sup></b>	
MMBtu	0
<b>Gas Residential Weatherization Program<sup>3</sup></b>	
MMBtu	21,536
<b>Total Portfolio</b>	
MMBtu	332,023

<sup>1</sup> The program is now closed.

<sup>2</sup> Due to program changes in Q4 2023, no savings are planned in 2025

<sup>3</sup> The program is paused, expected to relaunch in late 2024 or 2025.

TABLE 4A: FORECAST PRIMARY AND SECONDARY NYS CLEAN HEAT SAVINGS PLANS

Not Applicable

TABLE 4B: FORECAST PRIMARY AND SECONDARY LMI PORTFOLIO SAVINGS PLANS

NE:NY GAS LMI	Planned Savings 2025
<b>Total Portfolio</b>	
MMBtu	128,409

## V. EVALUATION, MEASUREMENT & VERIFICATION (“EM&V”)

National Grid plans to conduct comprehensive evaluations of its program portfolio through 2025. The tables below outline National Grid’s plan and schedule for EM&V activities for this period. The tables identify the specific EM&V activities, forecasted expenditures, and the estimated timeframe in which EM&V information will be obtained to support the overall program cycle and ensure compliance with the EM&V Guidance<sup>16</sup> and Gross Savings Verification Guidance<sup>17</sup>. In addition, the Company will incorporate, as applicable, “real-time EM&V” approaches to provide timely feedback to the program implementation team as the evaluation is proceeding, and will explore new evaluation methods that utilize automation, smart devices, and/or software solutions. The EM&V plan will also assess energy efficiency markets to maximize feedback to the programs. The Company will aim to provide comprehensive evaluation of all offerings while prioritizing efforts on those technologies and program elements that haven’t been studied before, as well as those that contribute the most to savings.

The EM&V plan includes the timeline and proposed approaches for determining Verified Gross Savings (“VGS”) within Appendix A of this document. The VGS specifications plan includes the programs which will need to undergo this analysis through 2025. The Company will conduct evaluation, measurement, and verification activities necessary for the implementation of Earnings Adjustment Mechanisms (“EAMs”) and will ensure that EM&V activities comply with the current Gross Savings Verification Guidance.

The EM&V plan also incorporates work needed to assist in maintaining the New York State Technical Resource Manual (“TRM”)<sup>18</sup>, as well as activities to inform the benefit cost analysis (“BCA”). Factors such as energy efficiency measure costs, non-energy impacts, and impacts resulting from New York State building code changes may be explored as applicable. Efforts may be undertaken to assess the full range of benefits being realized in New York because of energy efficiency efforts (e.g., other resource benefits and non-resource benefits). In addition, the Company will continue to look for opportunities to perform some of the EM&V work collaboratively across the State, and to build upon existing studies to increase consistency and contribute to the TRM.

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<sup>16</sup> CE-05: *Evaluation Measurement and Verification Guidance*, New York State Department of Public Service, Office of Markets and Innovation, (issued Nov. 1, 2016).

<sup>17</sup> CE-08: *Gross Savings Verification Guidance*, New York State Department of Public Service, Office of Markets and Innovation, (issued Aug. 23, 2019).

<sup>18</sup> Case 15-M-0252, *In the Matter of Utility Energy Efficiency Programs*, New York Joint Utilities, New York Standard Approach for Estimating Energy Savings from Energy Efficiency Programs - Residential, Multi-Family, and Commercial/Industrial Measures (“Technical Resource Manual: Version 9”) (filed Oct. 27, 2021, effective January 1, 2022).

## SUMMARY OF FILED EM&V REPORTS- GAS

### **NG-2008: Gas Residential Program Process & Impact Evaluation**

Guidehouse was hired to conduct an impact and process evaluation of the Residential Gas Efficiency Program for the NIMO, KEDNY, and KEDLI territories for program year 2021. The primary objective for the impact evaluation was to verify gross savings through a rigorous impacts analysis. The primary objective for the process analysis was to document participant satisfaction and determine the best methods to increase participation.

The process study involved a program materials review, surveys and interviews with all stakeholders, and lifecycle mapping. The study found the program is running well and identified that there was a significant improvement between the 2020 and 2021 programs that coincided with a change in implementing contractors. Participants, both applying contractors and homeowners, were happy with programmatic changes instituted during the study period. Recommendations relate to communicating the Program's benefits and improvements, ensuring incentive levels are correctly set, and improving rebate tracking.

This impacts analysis involved all prescriptive measures active during the study period. As part of the impacts analysis, Guidehouse conducted a tracking database review, a TRM and deemed analysis review, and a desk review. The impact analysis identified opportunities to improve reported savings accuracy through additional data collection and incorporating additional quality control steps to ensure the correct input values are applied to the savings algorithms. The Gross Verified Savings (GVS) Realization Rate developed for this program is 54%.

These recommendations have been incorporated into Program design changes and improvements.

### **NG-3002: Electric and Gas, Residential and Commercial & Industrial Free Ridership/ Spillover Research**

DNV was hired to review the impact of free-ridership and spillover on National Grid's portfolio of programs in New York. The primary objective of this evaluation was to develop and implement methods for executing survey-based free-ridership and spillover analyses for National Grid's New York energy efficiency programs. Customer applications from 2019 and 2020 were used for this research.

The primary objective of this evaluation is to develop and implement appropriate methods for executing survey-based free-ridership and spillover analyses for each program in National Grid's service territories, to effectively address regulatory requirements to ensure that utility programs are not primarily incentivizing free-riders and to ensure that programs and incentives are revised as needed to avoid excessive free-ridership. A secondary objective is to identify potential changes in program design and management that will enable National Grid to achieve goals on the key performance metric of VGS.

The DNV team conducted the following tasks to achieve these objectives: program review and prioritization based on National Grid program documents and data and interviews with program staff; Self-report surveys and In-Depth Interviews (“IDIs”), including participating, partially participating, non-participating end users, installation contractors, and retailer and manufacturer partners; retail lighting research, based on a regression model of national lighting sales data to estimate net impacts of National Grid’s program; and analysis and reporting of results by program, service territory, and measure type. This was benchmarked against similar programs and supplemented with explanatory analysis to identify recommendations for improvements.

Key results show free ridership/spillover ranging from 11% to 72%. Results were similar to other program administrators offering similar measures and programs.

#### **NG-2004-A: PROCESS EVALUATION OF GAS & ELECTRIC COMMERCIAL & INDUSTRIAL PROGRAM**

DNV was hired to conduct a process evaluation of the Gas C&I Program, Electric C&I Program, and the Electric Small Business Services (“SBS”) Program to identify potential improvements that would lead to increased program participation and savings. The objectives of this study included evaluating the effectiveness of program administration and implementation and program marketing and outreach efforts; investigation of customer attitudes, motivation for participation, general satisfaction levels, and awareness of the programs; and assessment of market-level barriers and identification of opportunities for additional program savings.

Evaluation methods included program document and tracking data review; program staff interviews; surveys of participants, partial participants, and non-participants; trade ally (e.g., installation contractor) interviews; ride-along visits with program field staff; and benchmarking research comparing National Grid’s programs to other similar programs. DNV found all three programs to be well-run overall, but identified areas of possible improvement to increase savings, participation, and program effectiveness.

The Electric C&I and Gas C&I Programs demonstrated high performance in cost-effectively achieving savings goals in 2020 and 2021, despite strong headwinds related to COVID-19. The programs had low cost per savings, high participant satisfaction, an effective and engaged trade ally network, and successful adaptation to shifting customer needs in downstate territories where COVID impacts were especially acute.

The SBS Program also demonstrated high performance in cost-effectively achieving savings goals in 2020 and 2021, despite strong headwinds related to COVID-19. SBS had low cost per savings and was managed and supported by collaborative in-house and

implementation contractor program staff who helped drive program awareness and participation. Despite this, SBS relies overwhelmingly on lighting to achieve program savings goals, and is facing diminishing savings opportunities from lighting in the coming years.

DNV identified several recommended improvements for each program to expand offerings and increase participation and savings levels in coming years.

### **NG-2004-B: NATIONAL GRID GAS & ELECTRIC COMMERCIAL & INDUSTRIAL PROGRAM BENCHMARKING STUDY**

DNV was hired to conduct a benchmarking study of National Grid New York's C&I Program (C&I) offerings. The objective of this study was to identify potential gaps and overlap, as well as to understand how other program administrators design and implement C&I programs and how National Grid's programs could be modified or expanded to achieve greater levels of participation, savings, and customer satisfaction.

The DNV team selected seven other regulated utility C&I programs around the country as comparison programs, identified by selecting from states in the top ten of the ACEEE's state score card rankings, and focusing on programs that offered a mix of electric and gas measures in 2021 and used a range of program designs and technologies.

Relative to the other programs DNV reviewed, National Grid performed well in 2021 in cost to achieve savings, with the Electric C&I program having the lowest cost per kWh savings and the Gas C&I program having the lowest cost per MMBtu of gas savings among reviewed programs. National Grid also succeeded in achievement of savings relative to goals.

Relative to the other programs, National Grid's offerings were well-rounded and its incentives were generally in the middle of the range of other programs. Two areas for potential improvement were (1) increasing custom electric incentives, which were near the lowest among comparison programs, and (2) expanding offerings to mirror some of the unique supplemental offerings provided by comparison programs DNV reviewed, such as long-term continuous energy improvement partnerships.

### **NG-2014: GAS END USE METERING STUDY**

As part of its analysis of National Grid New York's gas consumption, Guidehouse was asked to do a metering analysis to support National Grid's end use consumption analyses used in energy efficiency planning, load forecasting, and non-pipes alternatives analyses. The primary objective of the metering analysis was to validate and/or true up the annual consumption estimates by major gas end use for single family homes in downstate New York developed through building simulation.

The approach used for the study was to collect and analyze whole home data and proxy end use gas data collected at a subset of sites. These data were used to determine peak day and annual consumption for the analysis period and analysis period load shape factors (“APLSFs”) were calculated as the ratio of peak day consumption to annual consumption over the analysis period (December 2020 – August 2022).

The analysis found that APLSFs were similar for a given end use across the two downstate operating companies. Running the original building simulation models using weather data covering the analysis period yields building simulation PLSFs that are similar to the metering PLSFs, particularly for weather-sensitive end uses, and provides validation of the simulation approach, supporting National Grid’s continued use of the simulation-based factors.

#### **NG-2004-C: IMPACT EVALUATION STUDY FOR THE GAS & ELECTRIC COMMERCIAL & INDUSTRIAL PROGRAM.**

DNV was hired to conduct an impact evaluation for the Electric C&I Program non lighting offerings administered by Niagara Mohawk and Gas C&I Programs administered by Niagara Mohawk, KEDNY, and KEDLI.

This impact evaluation studied non-lighting electric offerings for the Electric Commercial and Industrial (Electric C&I) program years (PY) 2018 and 2019 and the Gas Commercial and Industrial (Gas C&I) program year 2019. Sampling was performed, then desktop reviews for the full sample and then customer site visits were performed based on customer consents for the site visits. The site visits evaluated the kWh and kW savings for the measures installed at each sampled site for electric and the therm savings for the gas programs. Realization Rates were determined based on the statistical findings from the sample and compared to the population. The gas analysis resulted in an energy (therm) VGS RR of 111% for Gas C&I Custom and (therm) VGS RR of 65% for prescriptive from Q1 2019 through Q4 2022. The third-party evaluator recommended an APRR of 100% to be applied beginning on January 1, 2023, for the prescriptive gas measures dependent upon changes being incorporated into the program tracking system.

#### **SEEP Activity NG-2015: Weatherization Program Evaluation**

Guidehouse, Inc., Cadeo Group LLC, ILLUME Advising, and Ridgeline Energy Analytics, collectively referred to as “the evaluation team,” are currently conducting an impact and process evaluation of National Grid’s downstate New York Residential Weatherization (“Wx”) program offered in the KeySpan Gas East Corporation and The Brooklyn Union Gas Company service territories. This evaluation’s primary objectives are to quantify energy and peak demand savings, develop estimates of program performance (including Verified Gross Savings realization rates),

characterize customer perceptions and understanding of the program, identify barriers to program participation and how National Grid can most cost-effectively address these barriers, and provide recommendations for program improvements to achieve program goals.

In a Q1 2024 Impact and Process Evaluation Report, the evaluation team summarizes the assessment of the residential program rollout activities and provides feedback for National Grid to improve performance and customer satisfaction based on residential evaluation tasks completed between May 1, 2022, and February 1, 2024, for the performance period from program launch of November 2021 through December 31, 2023. The evaluation includes findings and recommendations in the following areas:

- **Program Savings.** Despite strong verified savings, the program's realization rate is low due to high reported savings, primarily caused by low baseline R-value assumptions and unrealistic and overly simplified NY State Technical Resource Manual guidelines.
- **Program Design and Management.** Overall, customers expressed high satisfaction with all aspects of the program.
- **Marketing and Outreach.** Customers and installing contractors in downstate New York are aware of the program; the evaluation team identified opportunities to further promote the program and make participation steps clearer for both customers and installing contractors.
- **Trade Allies.** The program's early transition from an aggregator model to an installing contractor-partner model succeeded in increasing the number of participating residential installing contractors demonstrating the importance of the installing contractor-customer relationship.

EM&V ACTIVITY DESCRIPTIONS

EM&V Activity		Description	Sector
NG-2004	Gas C&I Program Process & Impact Evaluation	Formerly this activity was known as the "C&I Gas Custom & Prescriptive Process & Impact Evaluation". This study consisted of coordinated process and impact evaluations of National Grid's three NY C&I gas energy efficiency programs, including custom, prescriptive, and direct install components. The process evaluation will examine the effectiveness of each program's delivery mechanisms and marketing, assess the level of customer satisfaction, and provide recommendations to improve the programs. The impact evaluation confirmed measure-level and program-level gross savings, calculated realization rates per the VGS guidelines, recommended cost-effective M&V techniques to improve the accuracy of future savings estimates, and made recommendations for increasing the accuracy of applicable parameters included in the NY TRM.	C&I
NG-2005	Gas Residential & C&I Programs Market Assessment	Formerly this activity was known as the "Residential and C&I Gas Market Study". This evaluation involved researching the structure and functioning of the gas energy efficiency market and identifying the key market actors and their decision-making processes that affect the energy efficiency of homes and buildings in New York.	Res/C&I
NG-2006	Market & Measure Evaluation	The vendor team will develop a measure and market model specific to The Brooklyn Union Gas Company and KeySpan Gas East Corporation to estimate DSM potentials and market insights. The model uses a bottom-up approach for building-based energy efficiency measures and will leverage New York-specific data and company-specific program data and customer bases.	Res/C&I
NG-2008	Gas Residential Program Process & Impact Evaluation	Formerly this activity was known as the "HEHE Process and Impact Evaluation". The overall objective of the impact evaluation is to develop gas savings impacts based on measures installed by participants in the High Efficiency Heating and Water Heating Equipment Program and calculate realization rates based on VGS guidelines. The process evaluation assessed the effectiveness of program design, processes, and customer satisfaction; identified any implementation issues; and made recommendations for program improvements.	Res
NG-2009	Income Eligible Market Mapping	Customers were previously mapped by census tract in the Niagara Mohawk Power Company electric territory. Repeating this effort for the Brooklyn Union Gas Company territory facilitates sharing of learnings across service territories and creates economies of scale for both efforts.	Res
NG-2011	Gas C&I Program Process & Impact Evaluation Follow-on	Formerly this activity was known as the "C&I Gas Process & Impact Evaluation Follow-on". This activity will follow up on any issues or opportunities identified in NG-2004 requiring additional research and analysis.	C&I
NG-2012	Gas Residential Program Process & Impact Evaluation Follow-on	Formerly this activity was known as the "HEHE Process and Impact Evaluation Follow-on". This activity will follow up on any issues or opportunities identified in NG-2008 requiring additional research and analysis.	Res
NG-2014	Building Simulation and Metering Study: Gas Peak Day Factor Analysis	This activity was formerly known as the Gas Peak Research Study and includes two phases of research: building simulations to develop peak day savings estimates and metering to verify assumptions.	Res/C&I/ MF
NG-2015	Weatherization Program Evaluation	The impact evaluation will develop gas savings impacts based on measures installed by participants in the weatherization components of the C&I and MF market-rate programs, as well as participants in the residential Total Home Comfort Program. Realization rates for weatherization will be calculated based on VGS Guidance. The process evaluation will assess the effectiveness of program design, processes, and customer satisfaction; identify any implementation issues; and make recommendations for program improvements.	Res/C&I/ MF

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NG-2016	Residential Gas End-Use Consumption Load Shape Study	This activity is a billing analysis of New York residential gas load shapes.	Res
NG-3001	Electric & Gas Residential & C&I Programs EM&V Support	Formerly this activity was known as the "Residential and C&I Gas and Electric EM&V Support". Provides ongoing support in data analytics, evaluation results analysis and other EM&V support.	Res/C&I
NG-3002	Electric & Gas Residential & C&I Programs Free Ridership/Spillover Research	Formerly this activity was known as the "Residential and C&I Gas and Electric Free Ridership/Spillover Study". This activity developed methods and surveys to consistently quantify free ridership and spillover for both the residential and C&I sectors; participation of other PAs in New York was sought to promote consistency across the state.	Res/C&I
NG-3003	Measure Research	Ongoing activity to gather cost and savings data for measures not yet included in National Grid's programs. For measures not included in the NY TRM, this project includes drafting TRM write-ups to present to the TRM Management Committee for review and approval. In 2020, added Validation of Measure Savings Calculations task. This task is to validate energy savings results from National Grid's program tracking database against energy savings results determined based on the published methods prescribed by the NY TRM.	Res/C&I
NG-3004	Multifamily Program Process & Impact Evaluation	This study conducted coordinated process and impact evaluations of National Grid's three NY multifamily energy efficiency programs. The process evaluation examined the effectiveness of delivery mechanisms and marketing, assessed customer satisfaction, and made recommendations to improve the programs. The impact evaluation determined measure-level and program-level gross savings, recommended cost-effective M&V techniques to improve the accuracy of future savings estimates, and made recommendations for increasing the accuracy of applicable parameters included in the NY TRM.	MF
NG-3006	Measure Cost Research & Analysis	The purpose of this ongoing activity is to periodically gather pricing information for products-related programs in a timely fashion.	Res
NG-3009	Residential Engagement Program Process & Impact Evaluation	Formerly this activity was known as the "Behavioral Program Process & Impact Evaluation". The process evaluation will seek to address customer satisfaction, program-induced behavioral changes and cross-program participation, the effectiveness of various methods of delivering the reports (e.g., mail, e-mail), barriers to program participation, remaining program potential, review of the program tracking data, and identification of any actionable recommendations for program improvement. The impact evaluation will include a review of the savings estimation methodology currently used by National Grid and the implementation contractor. We will verify those savings through independent analysis. We will also review the methodology for attributing savings to the Behavioral Programs and other programs offered by National Grid. The billing analysis will estimate energy savings and savings attributable to other programs.	Res
NG-3011	TRM Vendor - Statewide Support	Vendor to provide technical and administrative support to the Technical Resource Manual Management Committee (TRM MC) in the revision and maintenance of the New York Technical Resource Manual (NY TRM), serving as the primary technical review contractor as well as filling the role of TRM MC Secretary.	Res/C&I
NG-3012	Validation of Measure Savings Calculations	Added to NG-3003.	Res/C&I
NG-3013	Multifamily Program Process & Impact Evaluation Follow-on	This activity was withdrawn. In NG-3016 study will cover any additional research and analysis.	Res/C&I
NG-3015	Residential and Non-Residential Online Marketplace Program Impact Evaluation	Formerly this activity was known as the "E-Commerce Small Business & Residential Impact Evaluation". This impact evaluation assessed gross energy savings consistent with the VGS Guidance.	Res/C&I

NG-3016	Multifamily Program Process & Impact Evaluation 2	This study will conduct coordinated process and impact evaluations of National Grid's three NY multifamily energy efficiency programs. The process evaluation will examine the effectiveness of delivery mechanisms and marketing, assess customer satisfaction, and make recommendations to improve the programs. The impact evaluation will determine measure-level and program-level gross savings in accordance with the VGS Guidance, recommend cost-effective M&V techniques to improve the accuracy of future savings estimates, and if possible, make recommendations for increasing the accuracy of applicable parameters included in the NY TRM.	Res/C&I
NG-3017	Portfolio Benefit Cost Analysis	This activity includes the setup of benefit cost testing for energy efficiency at the portfolio level for each of the four New York Companies, as well as ongoing analysis and updates.	Res/C&I
NG-3018	Low & Moderate Income (LMI) Evaluations	This activity includes the statewide evaluation of the Empower and Empower+ programs (residential one to four family homes) coordinated through the New York State Energy Research and Development Authority (NYSERDA) and the statewide evaluation of the Affordable Multifamily Energy Efficiency Program (AMEEP).	Res/MF

TABLE 5: 2019 – 2025 EM&V ACTIVITY SCHEDULE

EM&V Activity		Sector (1)	Expected Plan Submission Date	Expected Start Date	Expected Completion Date	Status (2)
1. Evaluation, Measurement, and Verification						
NG-2004-A	Gas Commercial & Industrial Process & Impact Evaluation - Process Evaluation	C	Q2 2021	Q3 2020	Q1 2023	Complete
NG-2004-B	Gas Commercial & Industrial Process & Impact Evaluation - C&I Benchmarking	C	Q2 2021	Q3 2020	Q1 2023	Complete
NG-2004-C	Gas Commercial & Industrial Process & Impact Evaluation - Impact Evaluation	C	Q2 2021	Q3 2020	Q2 2023	Complete
NG-2008	Gas Residential Program Process & Impact Evaluation	R	Q1 2021	Q4 2020	Q4 2022	Complete
NG-2009	Income Eligible Market Mapping	R	-	-	-	Ongoing
NG-2011	Gas Commercial & Industrial Program Process & Impact Evaluation APRR	C	Q2 2024	Q4 2023	Q4 2024	In Progress
NG-2014	Gas Peak Research - Building Simulations	B	-	Q4 2020	Q2 2022	Complete
NG-2014	Gas End Use - Metering	R	-	Q3 2022	Q1 2023	Complete
NG-2015	Weatherization Program Evaluation	B	Q3 2022	Q2 2022	Q4 2024	In Progress
NG-2016	Residential Gas End-use Consumption (Loadshape) Study	R	-	Q1 2021	Q2 2022	Complete
NG-3001	Electric & Gas, Residential & Commercial and Industrial Programs Evaluation, Measurement, & Verification Support	B	-	Q4 2017	-	Ongoing
NG-3002	Electric & Gas Residential & Commercial & Industrial Free Ridership/ Spillover Research	B	Q1 2021	Q3 2020	Q4 2022	Complete
NG-3004	Multifamily Program Process & Impact Evaluation	C	Q1 2021	Q3 2019	Q4 2021	Complete
NG-3009	Residential Engagement Program Process & Impact Evaluation	R	-	Q1 2018	Q4 2021	Complete
NG-3015	Residential and Non-Residential Online Marketplace Program(s) Impact Evaluation	B	Q2 2021	Q1 2021	Q2 2023	Complete
NG-3016	Multifamily Program Process & Impact Evaluation 2	C	Q4 2024	Q3 2024	Q2 2025	Upcoming
NG-3017	Portfolio Benefit Cost Analysis	B	-	Q1 2021	-	Ongoing
NG-4001	Residential Midstream (including water heater)	R	Q1 2024	Q1 2024	Q4 2024	Ongoing
NG-4002	C&I Midstream Water Heater	C	Q1 2024	Q4 2023	Q4 2024	Ongoing
NG-4003	Gas Non-residential Marketplace	C	Q1 2024	Q4 2023	Q4 2024	Ongoing

2. TRM, BCA, Measure Costs, & Savings Impact Activities						
NG-2006	Market & Measure Evaluation	B	-	Q3 2019	Q4 2020	Complete
NG-3003	Measure Research	B	-	Q4 2016	-	Ongoing
NG-3006	Measure Cost Research & Analysis	R	-	Q4 2016	-	Ongoing
NG-3011	Technical Resource Manual Vendor - Statewide Support	B	-	Q2 2016	-	Ongoing
3. Market Studies						
NG-2005	Gas Residential & Commercial & Industrial Market Assessment	B	Q4 2021	Q2 2021	Q3 2023	Complete
4. Other						
Unallocated Funds		-	Future Activities To Be Determined			Upcoming
5. Statewide Evaluations						
NG-3018-D	LMI Existing Affordable Multifamily ("AMEEP") DNY Process and Impact Evaluation	B	Q3 2024	Q1 2024	Q4 2024	Ongoing

(1) C=Commercial & Industrial, R=Residential, and B= Both C&I and Residential

(2) Note: The status "Ongoing" is used for continuous, ongoing EM&V support activities that will not result in a filed report.

TABLE 6: 2019 – 2025 EM&V ACTIVITY FORECASTED EXPENDITURES

EM&V Activity		2019 Expended	2020 Expended	2021 Expended	2022 Expended	2023 Expended	2024	2025
1. Evaluation, Measurement, and Verification								
NG-2004	Gas Commercial & Industrial Program Process & Impact Evaluation	\$0	\$222,345	\$44,698	\$132,903	\$48,000	\$0	\$0
NG-2008	Gas Residential Program Process & Impact Evaluation	\$0	\$104,625	\$0	\$85,500	\$2,861	\$0	\$0
NG-2009	Income Eligible Market Mapping	\$11,557	\$901	\$0	\$0	\$0	\$0	\$0
NG-2011	Gas Commercial & Industrial Program Process & Impact Evaluation APRR	\$0	\$0	\$0	\$0	\$0	\$15,000	\$0
NG-2012	Gas Residential Program Process & Impact Evaluation Follow-on	\$0	\$0	\$0	\$0	\$8,000	\$0	\$0
NG-2014	Gas Peak Research (Building Simulations & Metering)	\$0	\$0	\$120,069	\$149,559	\$0	\$0	\$0
NG-2015	Weatherization Program Evaluation	\$0	\$0	\$0	\$281,641	\$730,190	\$724,900	\$349,550
NG-2016	Residential Gas End-use Consumption (Load Shape) Study	\$0	\$0	\$33,756	\$0	\$9,342	\$0	\$0
NG-3001	Electric & Gas Residential & Commercial & Industrial Programs Evaluation, Measurement, & Verification Support	\$8,330	\$9,294	\$7,765	\$27,265	\$33,276	\$30,000	\$30,000
NG-3002	Electric & Gas Residential & Commercial & Industrial Free Ridership/ Spillover Research	\$0	\$44,153	\$19,040	\$30,713	\$0	\$0	\$0
NG-3004	Multifamily Program Process & Impact Evaluation	\$22,485	\$171,773	\$0	\$0	\$0	\$0	\$0

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NG-3009	Residential Engagement Program Process & Impact Evaluation	\$50,779	\$12,477	\$31,451	\$0	\$0	\$0	\$0
NG-3015	Residential and Non-Residential Online Marketplace Program(s) Impact Evaluation	\$0	\$0	\$14,052	\$8,656	\$4,994	\$0	\$0
NG-3016	Multifamily Program Process & Impact Evaluation 2	\$0	\$0	\$0	\$0	\$0	\$5,000	\$10,000
NG-3017	Portfolio Benefit Cost Analysis	\$0	\$0	\$0	\$0	\$16,528	\$0	\$0
NG-4001	Residential Midstream	\$0	\$0	\$0	\$0	\$0	\$16,000	\$34,000
NG-4002	C&I Midstream Water Heater	\$0	\$0	\$0	\$0	\$0	\$20,000	\$40,000
NG-4003	Gas Non-residential Marketplace	\$0	\$0	\$0	\$0	\$0	\$10,000	\$4,000
<b>2. TRM, BCA, Measure Costs, &amp; Savings Impact Activities</b>								
NG-2006	Market & Measure Evaluation	\$70,908	\$82,381	\$0	\$0	\$0	\$0	\$0
NG-3003	Measure Research	\$21,941	\$43,979	\$55,403	\$13,997	\$5,234	\$0	\$0
NG-3006	Measure Cost Research & Analysis	\$11,424	\$7,217	\$10,233	\$5,437	\$0	\$0	\$0
NG-3011	Technical Resource Manual Vendor - Statewide Support	\$13,344	\$14,088	\$15,690	\$5,878	\$14,651	\$18,700	\$18,700
<b>3. Market Studies</b>								
NG-2005	Gas Residential & Commercial & Industrial Market Assessment	\$0	\$0	\$23,133	\$40,063	\$3,649	\$0	\$0
<b>Subtotal EM&amp;V Forecasted Expenditures</b>		<b>\$210,768</b>	<b>\$713,233</b>	<b>\$375,290</b>	<b>\$781,612</b>	<b>\$876,725</b>	<b>\$839,600</b>	<b>\$486,250</b>
<b>4. Other</b>								
Expenses		\$18,012	\$8,188	\$0	\$0	\$4,685	\$0	\$0
Unallocated Funds		\$0	\$0	\$0	\$0	\$0	\$160,400	\$475,171
<b>Subtotal EM&amp;V Forecasted Expenditures (including Unallocated Funds)</b>		<b>\$228,780</b>	<b>\$721,421</b>	<b>\$375,290</b>	<b>\$781,612</b>	<b>\$881,410</b>	<b>\$1,000,000</b>	<b>\$961,421</b>
<b>5. Statewide Evaluations</b>								
NG-3018-D	LMI Existing Affordable Multifamily ("AMEEP") DNY Process and Impact Evaluation	\$0	\$0	\$0	\$0	\$34	\$110,522	\$110,522
NG-3018-E	LMI 1-4 Family - Empower+	\$0	\$0	\$0	\$84,616	\$0	\$6,346	\$0
<b>Total EM&amp;V Forecasted Expenditures (including Statewide Evaluations)</b>		<b>\$228,780</b>	<b>\$721,421</b>	<b>\$375,290</b>	<b>\$866,228</b>	<b>\$881,444</b>	<b>\$1,116,868</b>	<b>\$1,071,943</b>

## VI. BENEFIT COST ANALYSIS (“BCA”)

The BCA tables below summarize the value of the electric and gas energy efficiency savings goals for 2019 – 2025 including associated budgets, benefit cost ratios for each offering from a Societal Cost Test (“SCT”) perspective, and the value of avoided external carbon dioxide (“CO<sub>2</sub>”). The table also includes a benefit cost ratio at the portfolio level, and for each program.

TABLE 7: 2019 – 2025 PRIMARY BCA

NE:NY GAS EE	2021	2022	2023	2024	2025
<b>Commercial &amp; Industrial Sector</b>					
<b>Gas Commercial &amp; Industrial Program</b>					
Benefits (2021\$)	\$25,652,705	\$65,856,697	\$45,826,046	\$38,460,373	\$39,131,327
Costs (2021\$)	\$8,270,143	\$12,757,868	\$9,987,559	\$7,907,615	\$7,419,699
BCR	3.10	5.16	4.59	4.86	5.27
<b>Gas Non-Residential Online MarketPlace Program</b>					
Benefits (2021\$)	\$0	\$255,836	\$189,350	\$0	\$0
Costs (2021\$)	\$0	\$249,517	\$514,815	\$0	\$0
BCR	-	1.03	0.37	-	-
<b>Gas Non-Residential Weatherization Program</b>					
Benefits (2021\$)	\$0	\$5,412,079	\$4,320,617	\$5,289,633	\$8,019,288
Costs (2021\$)	\$0	\$5,494,697	\$6,195,180	\$5,405,797	\$7,697,255
BCR	-	0.98	0.70	0.98	1.04
<b>Multifamily Sector</b>					
<b>Gas Multifamily Program</b>					
Benefits (2021\$)	\$16,295,651	\$26,050,702	\$22,737,058	\$13,221,106	\$2,041,491
Costs (2021\$)	\$5,290,657	\$5,802,229	\$4,850,956	\$3,546,478	\$5,574,488
BCR	3.08	4.49	4.69	3.73	0.37
<b>Residential Sector</b>					
<b>Gas Residential Engagement Program</b>					
Benefits (2021\$)	\$979,220	\$1,325,235	\$2,081,649	\$0	\$0
Costs (2021\$)	\$2,347,817	\$2,064,548	\$1,869,000	\$190,070	\$178,620
BCR	0.42	0.64	1.11	-	-
<b>Gas Residential Online MarketPlace Program</b>					
Benefits (2021\$)	\$1,439,611	\$1,596,813	\$682,408	\$0	\$0
Costs (2021\$)	\$1,226,499	\$1,080,941	\$979,932	\$301,818	\$0
BCR	1.17	1.48	0.70	-	-
<b>Gas Residential Comfort Plan Program</b>					
Benefits (2021\$)	\$0	\$0	\$0	\$0	\$0
Costs (2021\$)	\$50,000	\$0	\$0	\$0	\$0
BCR	-	-	-	-	-
<b>Gas Residential Program</b>					
Benefits (2021\$)	\$15,486,031	\$14,051,581	\$10,690,293	\$17,728,112	\$24,770,654
Costs (2021\$)	\$9,735,928	\$6,043,499	\$5,158,821	\$4,386,711	\$5,269,515
BCR	1.59	2.33	2.07	4.04	4.70
<b>Gas Residential Weatherization Program</b>					
Benefits (2021\$)	\$0	\$24,665,118	\$69,202,279	\$0	\$7,457,359
Costs (2021\$)	\$0	\$26,486,020	\$82,826,024	\$1,490,292	\$8,657,640
BCR	-	0.93	0.84	-	0.86
<b>Total EE Portfolio</b>					
<b>Total EE Portfolio</b>					
Benefits (2021\$)	\$59,853,219	\$139,214,061	\$155,729,700	\$74,699,224	\$81,420,119
Costs (2021\$)	\$26,921,044	\$59,979,319	\$112,382,286	\$23,228,780	\$34,797,217
BCR	2.22	2.32	1.39	3.22	2.34

TABLE 8: 2019 – 2025 PORTFOLIO BCA RATIOS

NE:NY GAS EE	2021	2022	2023	2024	2025
Societal Cost Test Ratio	2.22	2.32	1.39	3.22	2.34
Utility Cost Test Ratio	2.59	2.95	2.02	3.13	2.53
Ratepayer Impact Measure Test Ratio	0.82	1.20	1.08	1.60	1.49

## VII.APPENDIX A: VGS SPECIFICATIONS

In compliance with Clean Energy Guidance documents *CE-02: SEEP Content Guidance* and *CE-08: Gross Savings Verification Guidance*, please find attached the Company’s verified gross savings specifications.

## VIII.APPENDIX A: BCA SUPPORTING DOCUMENT

In compliance with Clean Energy Guidance documents *CE-02: SEEP Content Guidance* and *CE-07: Benefit Cost Analysis Filing Requirements Guidance*, please find attached the active BCA excel workbook detailing the inputs used for the Company’s BCA analysis.

## IX.APPENDIX C: ACRONYM LIST

Acronyms	
AMI	Advanced Metering Infrastructure
API	Advanced Program Interface
B2B	Business-to-Business
BCA	Benefit-Cost Analysis
BYOD	Bring Your Own Device
C&I	Commercial and Industrial
CCVT	Coupling Capacitor Voltage Transformer
CDG	Community Distributed Generation
CEAC	Clean Energy Advisory Council
CEF	Clean Energy Fund
CEMP	Customer Energy Management Online Marketplace
CDO	Customer Directed Option
CLCPA	Climate Leadership and Community Protection Act
CMD	Connect My Data
CO2	Carbon dioxide
CSRP	Commercial System Relief Program
DAC	Disadvantaged Community

<b>DER</b>	<b>Distributed Energy Resource</b>
<b>DERMS</b>	<b>Distributed Energy Resource Management System</b>
<b>DG</b>	<b>Distributed Generation</b>
<b>DI</b>	<b>Direct Install</b>
<b>DLC</b>	<b>Direct Load Control</b>
<b>DLM</b>	<b>Dynamic Load Management</b>
<b>DLRP</b>	<b>Distribution Load Relief Program</b>
<b>DMS</b>	<b>Distribution Management System</b>
<b>DOE</b>	<b>U.S. Department of Energy</b>
<b>DPS</b>	<b>Department of Public Service</b>
<b>DR</b>	<b>Demand Response</b>
<b>DRMS</b>	<b>Demand Response Management System</b>
<b>DSM</b>	<b>Demand Side Management</b>
<b>Dth</b>	<b>Dekatherms</b>
<b>EAM</b>	<b>Earnings Adjustment Mechanism</b>
<b>EE</b>	<b>Energy Efficiency</b>
<b>EES</b>	<b>Energy Efficiency Surcharge</b>
<b>EM&amp;V</b>	<b>Evaluation, Measurement and Verification</b>
<b>EMS</b>	<b>Energy Management System</b>
<b>EPA</b>	<b>Environmental Protection Agency</b>
<b>ESCO</b>	<b>Energy Services Company</b>
<b>ETIP</b>	<b>Energy Efficiency Transition Implementation Plan</b>
<b>EV</b>	<b>Electric Vehicle</b>
<b>FlexTech</b>	<b>Flexible Technical Assistance Program</b>
<b>GBC</b>	<b>Green Button Connect</b>
<b>GBD</b>	<b>Green Button Download</b>
<b>GDR</b>	<b>Gas Demand Response</b>
<b>GHG</b>	<b>Greenhouse Gas</b>
<b>HAN</b>	<b>Home Area Network</b>
<b>HERs</b>	<b>Home Energy Reports</b>
<b>HID</b>	<b>High Intensity Discharge</b>

<b>HVAC</b>	<b>Heating, Ventilation and Air Conditioning</b>
<b>IPWG</b>	<b>Interconnection Policy Working Group</b>
<b>JU</b>	<b>Joint Utilities</b>
<b>KEDLI</b>	<b>KeySpan Gas East Corporation</b>
<b>KEDNY</b>	<b>Brooklyn Union Gas Company</b>
<b>kW</b>	<b>Kilowatt</b>
<b>kWh</b>	<b>Kilowatt hour</b>
<b>LED</b>	<b>Light-emitting diode</b>
<b>LMI</b>	<b>Low- to moderate-income</b>
<b>MF</b>	<b>Multifamily</b>
<b>mCHP</b>	<b>Micro-Combined Heat and Power</b>
<b>MMBTU</b>	<b>One Million British Thermal Unit</b>
<b>M&amp;V</b>	<b>Measurement and Verification</b>
<b>MW</b>	<b>Megawatts</b>
<b>MWh</b>	<b>Megawatt hours</b>
<b>NE:NY</b>	<b>New Efficiency: New York</b>
<b>NG</b>	<b>National Grid</b>
<b>NLC</b>	<b>Network Lighting Control</b>
<b>NPA</b>	<b>Non-Pipe Alternatives</b>
<b>NWA</b>	<b>Non-Wires Alternatives</b>
<b>NY</b>	<b>New York</b>
<b>NYC</b>	<b>New York City</b>
<b>NYS</b>	<b>New York State</b>
<b>NYSEIA</b>	<b>New York Solar Energy Industry Association</b>
<b>NYSERDA</b>	<b>New York State Energy Research and Development Authority</b>
<b>P4P</b>	<b>Pay-For-Performance</b>
<b>PA</b>	<b>Program Administrator</b>
<b>PM</b>	<b>Portfolio Manager</b>
<b>PSC</b>	<b>Public Service Commission</b>
<b>PSEG - LI</b>	<b>Public Service Electric &amp; Gas – Long Island</b>
<b>PTR</b>	<b>Peak Time Rewards</b>

<b>QA/QC</b>	<b>Quality Assurance/Quality Control</b>
<b>REV</b>	<b>Reforming the Energy Vision</b>
<b>RFI</b>	<b>Request for Information</b>
<b>RFP</b>	<b>Request for Proposal</b>
<b>RPAs</b>	<b>Regional Program Administrators</b>
<b>RR</b>	<b>Realization Rates</b>
<b>RTEM</b>	<b>Real Time Energy Management Program</b>
<b>SBS</b>	<b>Small Business Services</b>
<b>SCT</b>	<b>Societal Cost Test</b>
<b>SEEP</b>	<b>System Energy Efficiency Plan</b>
<b>SEM</b>	<b>Strategic Energy Management</b>
<b>TBtu</b>	<b>Trillion British Thermal Units</b>
<b>TCC</b>	<b>Transmission Control Center</b>
<b>TRM</b>	<b>Technical Resource Manual</b>
<b>TRM MC</b>	<b>Technical Resource Manual Management Committee</b>
<b>TVR</b>	<b>Time Varying Rate</b>
<b>UTC</b>	<b>Utility Cost Test</b>
<b>VGS</b>	<b>Verified Gross Savings</b>