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April 9, 2025

Holly Anderson, PUC Clerk
Vermont Public Utility Commission
112 State Street
Montpelier, VT 05620-2701

Re: Case No. 25-0443-INV, Efficiency Vermont Letter Characterizing Current Programs to Reduce Energy Costs for Low and Moderate Income Residents

Dear Ms. Anderson,

The attached spreadsheet provides Efficiency Vermont's response to the Vermont Public Utility Commission's *Request For Information*, issued on March 10, 2025 in Case No. 25-0443-INV. The spreadsheet details Efficiency Vermont's current programs to reduce thermal and electric energy costs for households with low and moderate ("LMI") incomes.

Please note the information provided in the attached spreadsheet is accurate as of this filing, but may change as program details and information changes. Additionally, Efficiency Vermont recognizes that incentive-based programs alone are insufficient to serve and reach LMI Vermont residents effectively. As such, Efficiency Vermont has developed and implemented focused outreach initiatives in collaboration with town officials, town energy committees, community-based organizations, non-profits, businesses, and others who possess deep knowledge and connections with LMI households. These initiatives have included tailored educational and promotional materials, training on energy efficiency topics, and the contribution of efficient products for local energy-saving efforts.

Efficiency Vermont also provides access to expert energy efficiency information and guidance through Efficiency Vermont's multichannel Contract Center. Staff respond to inquiries via phone, e-mail, website live chat, and in person at community events and presentations. To ensure all Vermont residents can access this support, Efficiency Vermont has incorporated translation services (for over 300 languages, including American sign language) for Efficiency Vermont's call center and field staff.

Sincerely,



Haley Roe
Senior Regulatory Analyst, Efficiency Vermont