

July 16, 2025

Addressing Energy Burden Through Collaboration and Existing Programs

PUC 25-0443-INV – Investigation Pursuant to Act 142

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Program Goals

Program Background &
Context

Program Examples:

Low-income fuel
switch

Multifamily

Agenda

Efficiency Vermont Low-Income Service Goals

1

Ensure low-income customers can complete projects that will reduce energy burden – on an immediate and ongoing basis

2

Ensure customers have a simple and seamless experience

3

Ensure energy efficiency is accessible to ALL Vermonters, and that Efficiency Vermont meets or exceeds low income spend targets set by the PUC

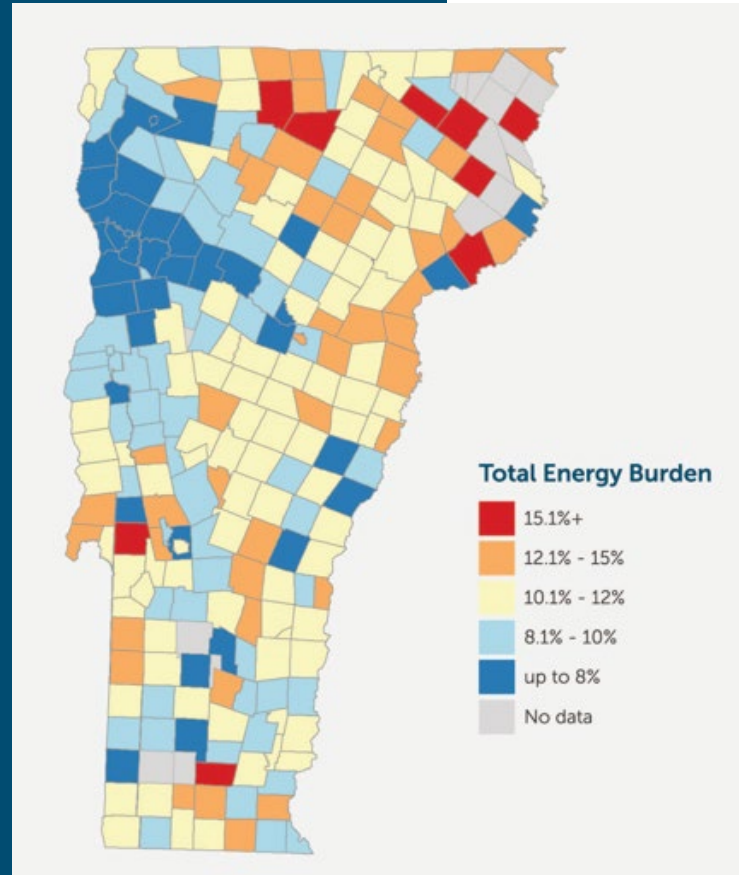
Quick Reminders

2024-2026 Low-Income Minimum Performance Requirements:

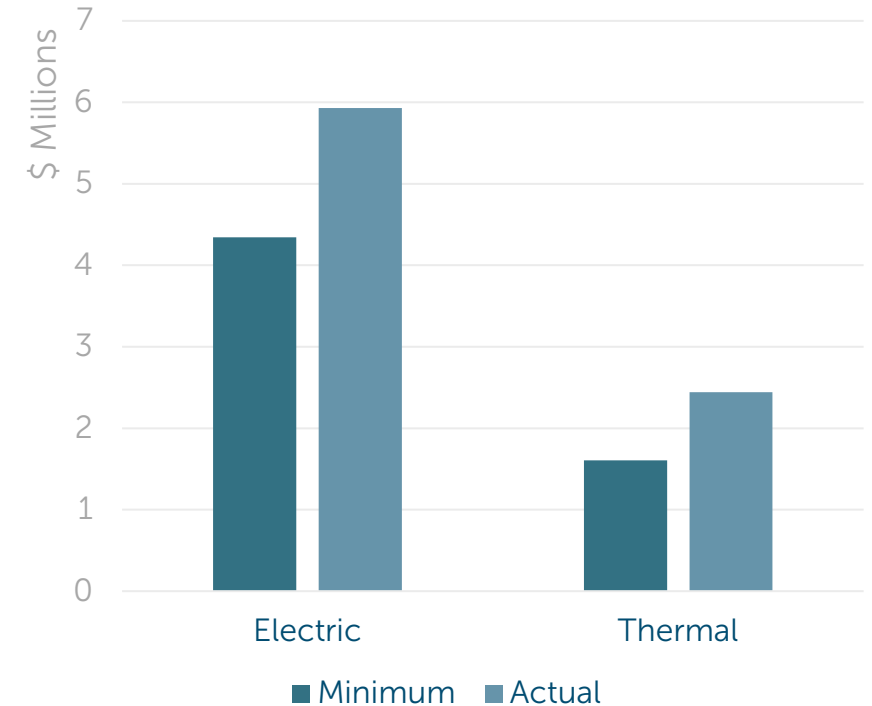
- 10.3% of total electric Resource Acquisition budget
- 17% of thermal (TEPF) total Resource Acquisition budget

Efficiency Vermont has completed the **Vermont Energy Burden Report** every 3-5 years, starting in 2016

- Findings help guide both program design and customer engagement

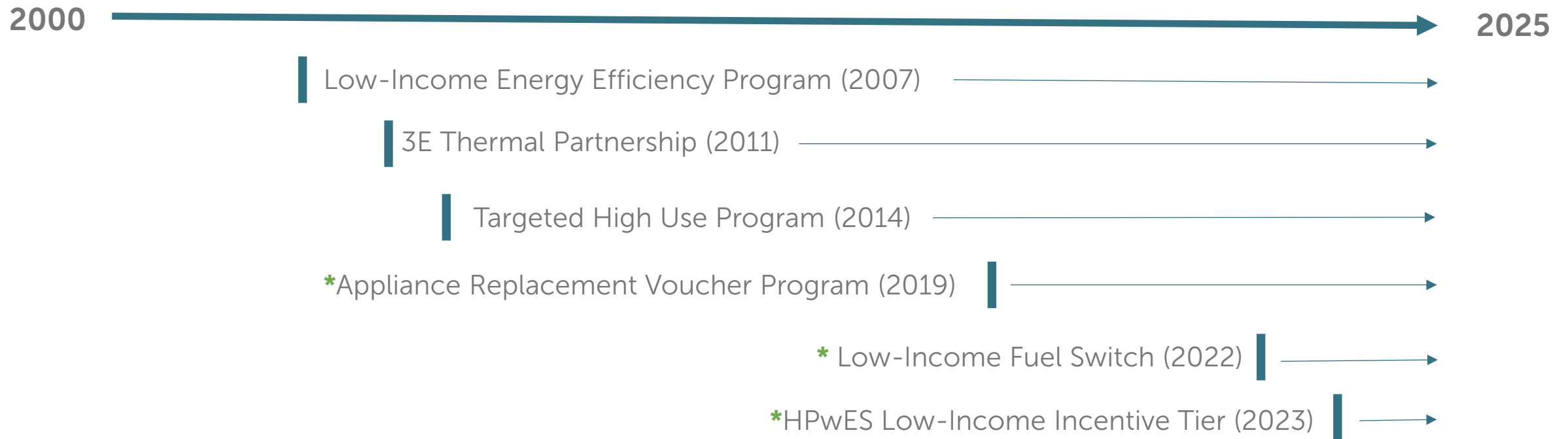


2024 Low-Income Spending



Progression of Low-Income Programs

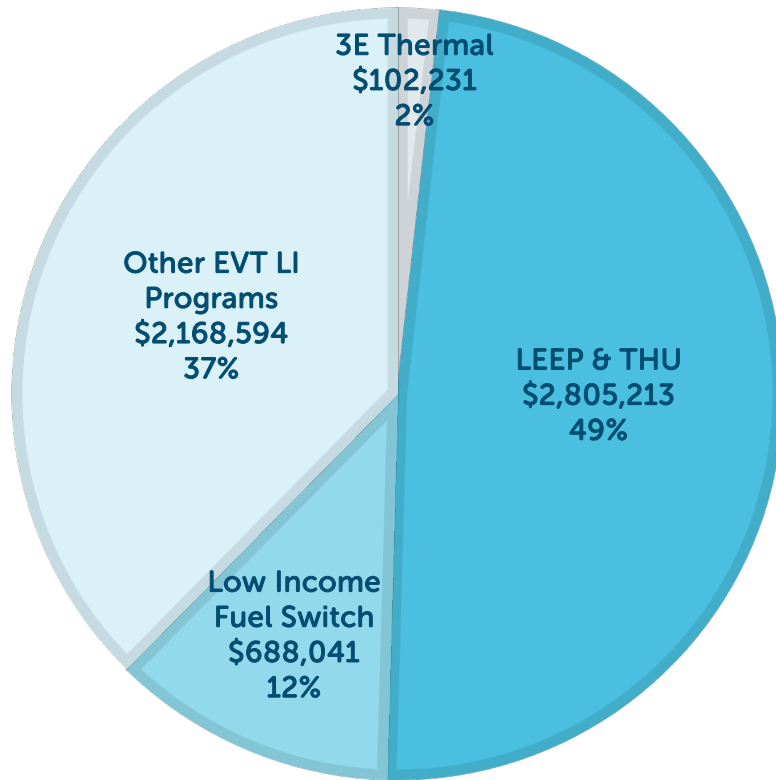
Building on – and beyond – a longstanding partnership with WAPs



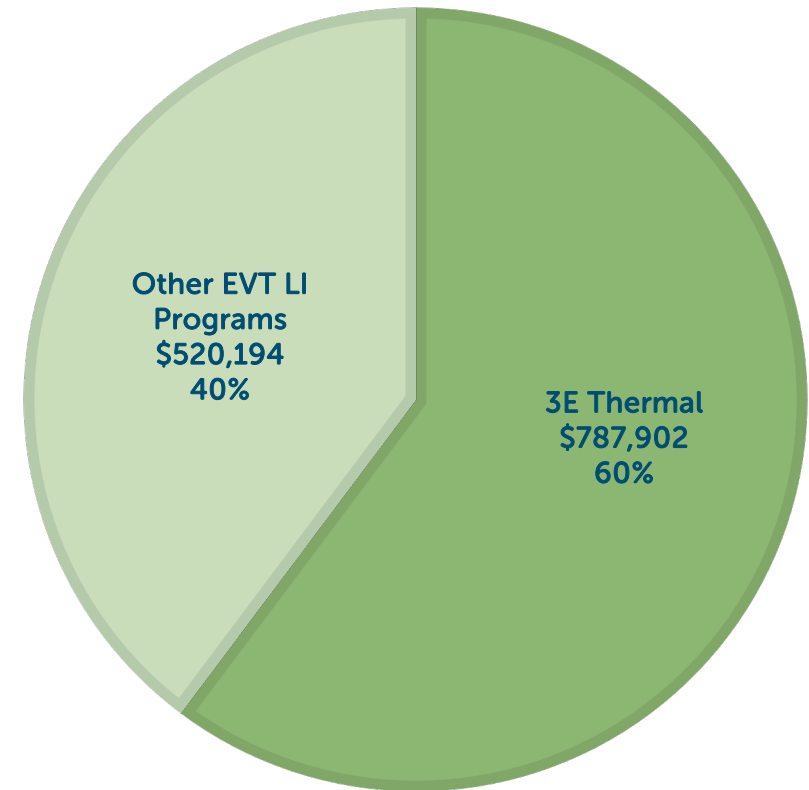
*Program delivered directly by EVT (vs. under contract with WAPs)

2024 – 2025 YTD collaboration

2024-2025 YTD EEC LOW-INCOME INCENTIVES AND FEES



2024-2025 YTD TEPF LOW-INCOME INCENTIVES AND FEES



Low-Income Electric Efficiency Program (LEEP) and Targeted High Use (THU)

Working in tandem to serve customers' needs

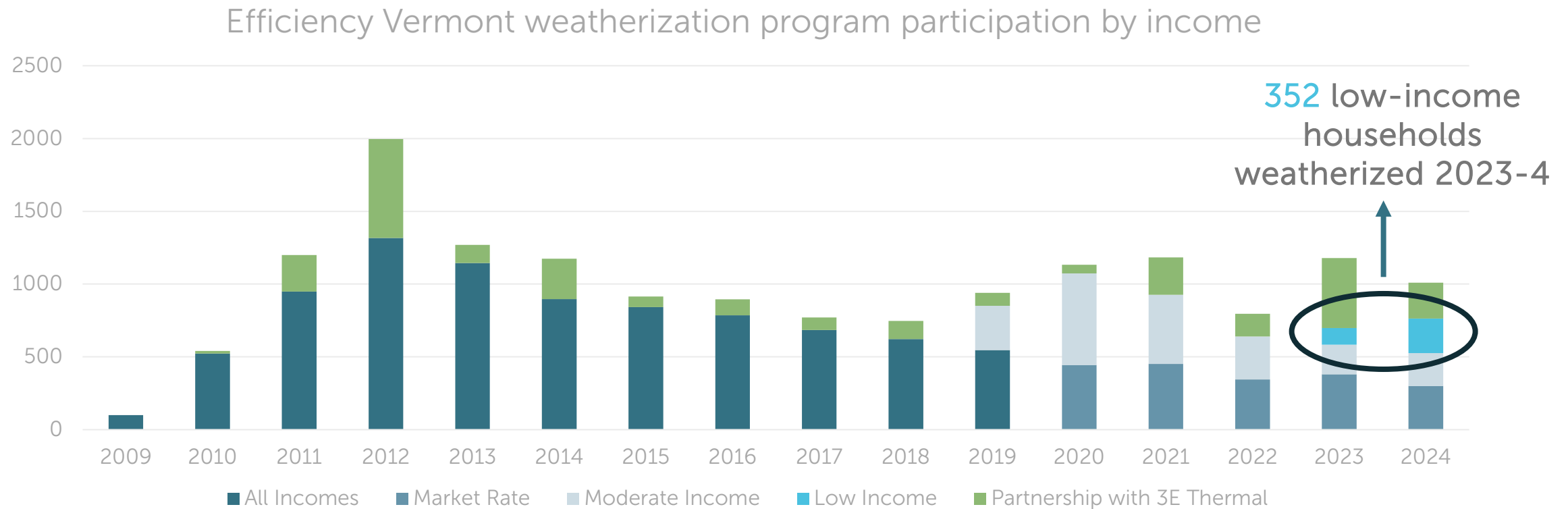
- Both programs aim to reduce electric energy burden through technical assistance and the replacement of appliances such as clothes washers, refrigerators, freezers, dehumidifiers, water saving devices, and LED light bulbs.
- Both programs assess opportunities to install CCHPs and HPWHs to replace existing electric resistance equipment.
- The **LEEP program** piggybacks on to weatherization services provided by WAPs to ensure a holistic approach to reducing a customer's energy burden.
- **THU** is designed for customers with a high electric usage who are not currently being served by a WAP for weatherization. Efficiency Vermont qualifies customers and submits referrals to the WAPs, who must serve the customer within 60 days.



"I will forever be grateful for the fridge you got me. I swear this program (THU) has been a godsend. CVOEO went above and beyond in helping me." – Customer, Isle La Motte

Reducing Energy Burden through Weatherization

Building flexible options to serve more customers



Weatherization Home Repair

Maximizing Funding Opportunities

- Provided access to Efficiency Vermont's Home Repair program to all WAPs (including 3E for 1–4 unit rental properties).
- Allocated 25% of total budget (\$562,500)
 - \$241,875 (43%) reserved/spent, as of 7/14/2025
 - Available through end of 2026 – EVT providing regular budget/spend updates to OEO and WAPs
- WAPs layering Home Repair funds on top of their existing funds to make them go further.

Low-income Fuel Switch Program

EEU-DU collaboration to fully fund LI heating electrification

What

Partnership with WAPs and electric utilities:

- Install cold climate heat pumps to offset fossil fuel heating
- Serving low income (below 80% AMI) customers, already served by Weatherization agencies

Why

- Reduce energy burden for low-income customers
- “Look back” to address gap that had been created by RES Tier 3:
 - EVT could no longer support customers who wanted to fuel-switch without impacting DU credit claims
- Assist utilities in meeting Tier 3 low-income spend goals

How

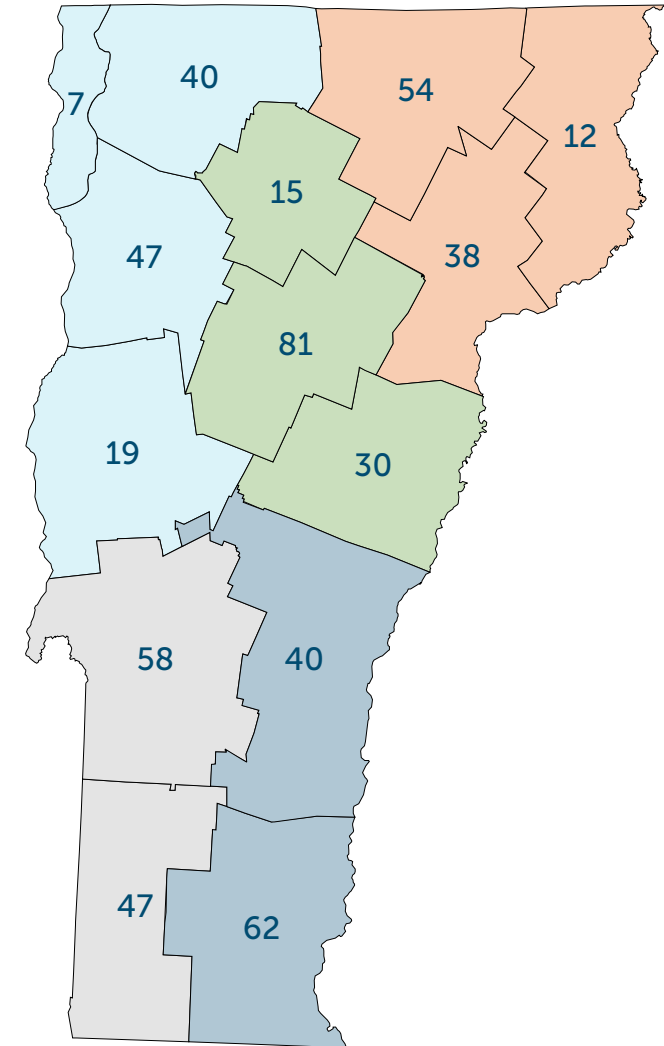
1. Referrals from WAPs and EVT program lists
2. EVT qualifies customer to ensure heat pump is a good fit and will reduce their costs
3. EVT assigns contractor
4. Contractor completes installation within 60 days
5. Contractor bills EVT once project is completed
6. EVT reports electric and Tier 3 savings → bills each utility for their portion of the cost share
7. EVT pays contractor to provide first year system cleaning & maintenance

Total enrollment impact

DU	Qty Customers*
GMP	392
VEC	83
VPPSA	48
WEC	25
Stowe	2

WAP	Qty Customers*
BROC	105
Capstone	126
CVOEO	113
NETO	104
SEVCA	102

*Since November 2022



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I am so happy I was able to get heat pumps through this program. I have been waiting for my furnace to be repaired and cleaned, without these heat pumps I would not have had heat and I'm not sure what I would have done.

Customer

Barre, VT

Comprehensive results for renters

Efficiency Vermont & 3E Thermal partnership drives deeper savings

- 3E Thermal leverages Efficiency Vermont Thermal (TEPF) and Electric (EEC) Resource Acquisition funds to address the energy efficiency of existing low-income multifamily buildings through custom, comprehensive retrofit projects.
- Scopes and project support are tailored to each building and customer.
- Projects may include:
 - Addressing critical health and safety issues
 - Comprehensive air sealing and insulation
 - Mechanical system upgrades
 - Replacement of appliances in the building to improve the overall efficiency of the building