



NHSaves: Program Highlights 2018–2020

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Executive Summary 2018–2020

//////
\$579,672,531
in benefits created
//////



503

municipal projects
completed



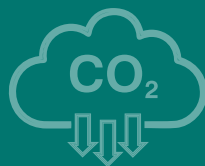
1,458,182

residential projects
completed



9,137

small and large
business projects
completed



3,330,920

tons of CO₂ reduced^[1]



2,116

jobs supported^[2]

////////////////////////////////////

\$3.37 for every \$1

For every \$1 invested in energy efficiency, \$3.37 in benefits were generated

////////////////////////////////////



Annual MWh Savings

Goal: 336,342 MWh / 3.10%*

Actual: 353,690 MWh / 3.26%*

electric programs only

Annual MMBtu Savings

Goal: 526,136 MMBtu / 2.25%*

Actual: 553,504 MMBtu / 2.37%*

gas programs only

**savings based on 2014 utility sales*

NHSaves is a collaboration of the New Hampshire electric and natural gas utility companies Eversource, Liberty, New Hampshire Electric Cooperative and Unitil. The NHSaves utility partners deliver innovative energy-efficient solutions to residential, commercial, industrial and municipal customers throughout the state, providing programs, customer rebates, contractor education and support to save energy and reduce costs.

This report highlights the significant accomplishments over New Hampshire's first term under the Energy Efficiency Resource Standard (EERS). It reviews the accomplishments and successful outcomes of the NHSaves electric and natural gas programs over the 2018–2020 period. This report features the resulting benefits to electric and natural gas customers in New Hampshire, as well as the positive impact on the economy and environment.

Since 2001, the New Hampshire electric and natural gas utilities have worked collaboratively to manage the evolution and maturation of the statewide energy efficiency programs in New Hampshire. The NHSaves utility partners are focused on working together with contractors, stakeholders, policy makers and regulators to provide continuity in the delivery of cost-effective energy efficiency solutions across the state.



42,901

summer kW demand reduction



52,937

winter kW demand reduction

Energy Efficiency Resource Standard (EERS)

ACEEE defines EERS as a long-term energy savings target for utilities, typically equal to a specific percentage of their energy sales.

New Hampshire's EERS for the 2018–2020 period was defined as:

Incremental **electric savings** of **0.8%** in 2018, ramping up to **1.0%** in 2019 and **1.3%** in 2020, totaling **3.10%***.

Natural gas savings of **0.7%** in 2018, **0.75%** in 2019 and **0.8%** in 2020, totaling **2.25%***.

The long-term goal is achieving all cost-effective energy efficiency over time.

*Hereinafter, the word "customer" will be understood to mean both customers and New Hampshire Electric Cooperative members.
savings based on 2014 utility sales



Participation of One Impacts All

When one customer participates in the programs, there are also long-term benefits to all residents, business owners and communities in the state of New Hampshire. Energy efficiency improves the whole electricity and natural gas system and reduces overall demand, which helps avoid the need for additional infrastructure as our economy grows. The overall energy efficiency investments during the three-year term will save over \$580 million over the lifetime of these investments.

This Is Why It Matters & This Is Why We Need It

Energy efficiency means using less energy to get the same job done—and in the process, cutting energy bills and reducing pollution.

Energy efficiency offers something to everyone: The benefits can be economic, environmental, personal—or all three. Whatever your motivations, being energy efficient leads to a higher quality of life. Energy efficiency leads to more economical use of resources, cleaner air, fewer greenhouse gas emissions and the preservation of New Hampshire's beautiful environment, both now and in the future.

Energy Efficiency Is the Lowest-Cost Resource

Energy efficiency is the cleanest, most cost-effective resource available to meet our energy needs while reducing reliance on fossil fuels. Through investing in energy-saving measures such as appliances and lighting, home improvement efficiency upgrades through weatherization and high-efficiency commercial and industrial equipment, customers use less energy to perform the same function. This empowers customers to manage their energy use and lower energy bills while reducing long-term energy costs for all New Hampshire residents and business owners.



4,158,800 MWh

lifetime electric savings



enough energy to power **535,350** homes for one year^[1]



14,078,696 MMBtu

lifetime natural gas and other heating fuel savings



enough energy to heat **144,694** homes for one year^[3]



8,417,970 MMBtu

natural gas



5,660,726 MMBtu

other heating fuel savings

Between 2018 and 2020, there was a steady increase year over year in MWh of energy and MMBtu of natural gas saved overall by residential and commercial customers, resulting in a total of:

354,825 MWh

annual electric savings



820,764 MMBtu

annual natural gas and other heating fuel savings

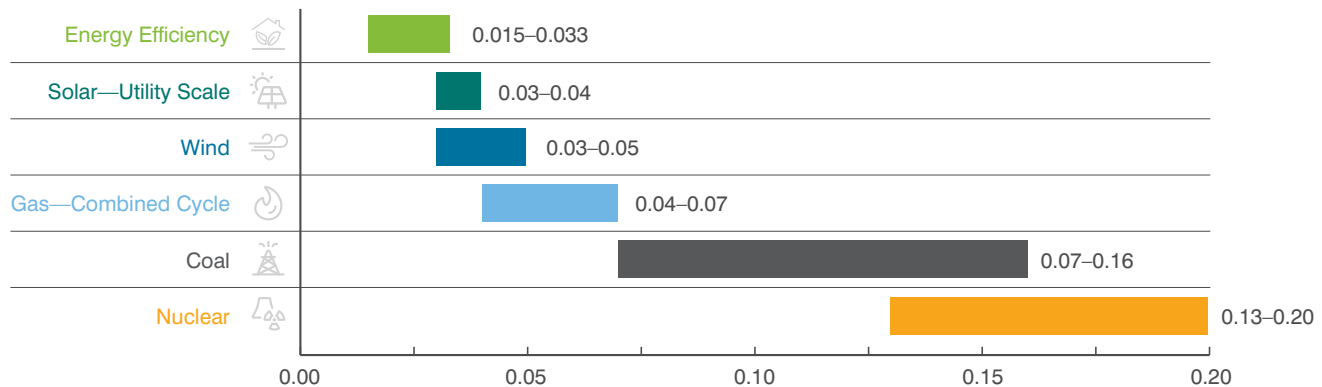


The 2018–2020 plan included a portfolio of cost-effective and comprehensive electric and natural gas programs for residential, commercial and municipal customers. Offerings ranged from low-cost individual measures, like light bulbs and faucet aerators, to significant building upgrades for homeowners, businesses and municipalities.

Cost Savings

Although energy efficiency program participants receive the greatest direct benefits from energy efficiency programs, all customers benefit by offsetting consumption through efficiency and conservation. Energy efficiency and conservation can defer costs of building new power plants and are less expensive than new energy generation.

Levelized Cost by Resource (\$/KWh)^{[4][5]}

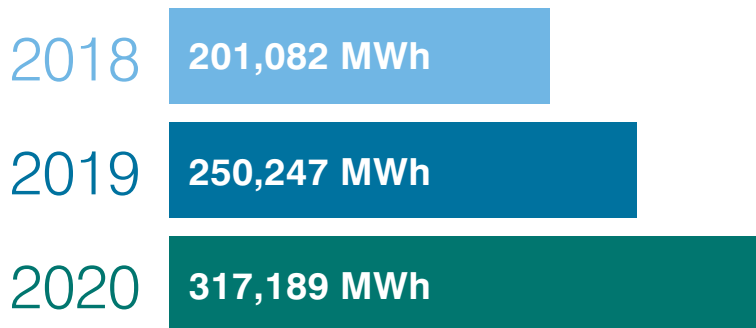


Residential

Between 2018–2020, the NHSaves utility partners offered comprehensive residential programs designed to improve the efficiency of single-family and multifamily homes across the state, helping New Hampshire residents to reduce their energy costs, engage in energy efficiency behaviors, purchase high-efficiency equipment and technologies, defer the need for additional energy generation and help protect the environment through reduced electricity, natural gas and delivered fossil fuel consumption.

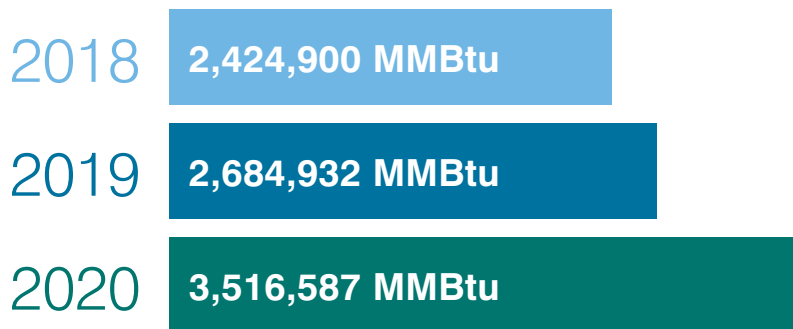
Savings Summary

Lifetime MWh Savings



768,519 MWh
lifetime electric savings

Lifetime MMBtu Savings



8,626,419 MMBtu
lifetime natural gas and other
heating fuel savings



11,600

summer kW savings



22,230

winter kW savings

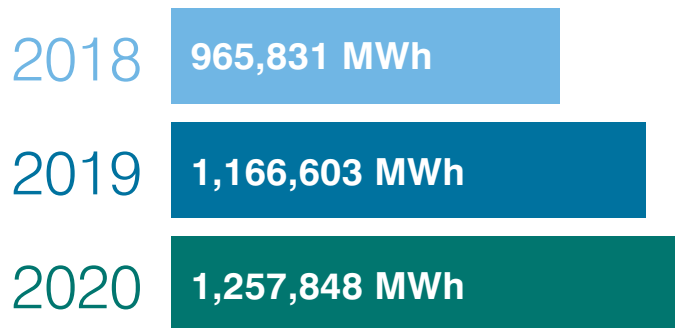


Commercial, Industrial and Municipal

Between 2018–2020, the NHSaves utility partners implemented programs for small and mid-size businesses, municipalities and large C&I customers across New Hampshire that helped them to reduce operating costs, purchase high-efficiency equipment and technologies and increase their productivity. The implementation of these programs also helped defer the need for additional generation on the electric grid and protected the environment through reduced electricity, natural gas and fossil fuel consumption.

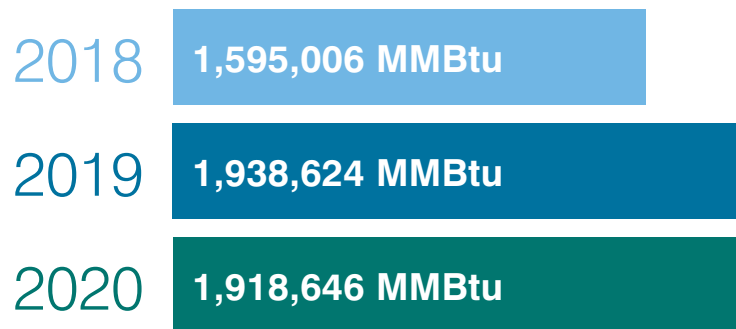
Savings Summary

Lifetime MWh Savings



3,390,283 MWh
lifetime electric savings

Lifetime MMBtu Savings



5,452,276 MMBtu
lifetime natural gas and other
heating fuel savings

31,302

summer kW savings



30,707

winter kW savings



Residential



**Home Performance
with ENERGY STAR®**

5,997

customers served



**Home Energy
Assistance Program**

11,316

customers served



**ENERGY STAR®
HOMES**

2,694

homes built to ENERGY STAR
standards in New Hampshire

\$218,843,877 in benefits created



Home Energy Reports

483,033

participants



ENERGY STAR® Products

4,076,892

electric rebates fulfilled

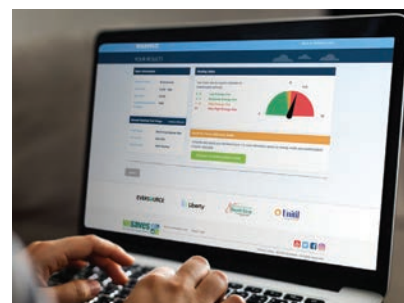
10,767

natural gas rebates fulfilled

Home Performance with ENERGY STAR®

The Home Performance with ENERGY STAR program serves residential electric and natural gas customers where they live, providing home energy audits and incentives to offset the cost of making energy-saving improvements in existing residential single-family and multifamily homes. Financing options are offered to cover customer out-of-pocket costs.

The objective of the NHSaves residential weatherization program is to reduce energy costs for customers, reduce the use of heating fuels and improve a home's energy performance. In addition to air sealing and insulating a home's envelope, significant financial incentives help offset the cost of adopting other energy-efficient measures, including lighting, heating systems, hot water equipment and appliance replacements. The result is more energy-efficient homes that are safer, healthier and more comfortable.



Over the past three years, the program has streamlined the process by which customers self-select for the program and has improved the customer experience by creating a new visual audit pathway and expanding options for financing the customer portion of the work.



95,109 MWh
lifetime electricity savings



enough energy to power
12,243 homes for one year^[1]



3,187,672 MMBtu
lifetime natural gas and other
heating fuel savings



enough energy to heat
32,761 homes for one year^[3]



CASE STUDY

Newbury, NH

In January 2020, Anne W. attended a presentation on Home Performance with ENERGY STAR offered by Eversource. After the presentation, she spoke with Eversource energy efficiency experts about the best way to insulate her home of 55 years, a 117-year-old New Englander nestled among birch, pine and fir trees on Lake Sunapee in Newbury.

In-home energy efficiency services were temporarily suspended due to COVID-19, but once work could resume, it did so with enhanced safety measures in place. Thanks to the extra incentives, Anne was able to make the necessary energy efficiency upgrades to her home. When completed, Anne's basement and attic were fully and properly insulated, and other energy-saving upgrades, such as LED lighting, were installed, as well.

\$2,600

**annual expected electricity
and propane savings**

\$15,000

**in rebates for energy-saving
improvements**

2 ton

**reduction in carbon emissions
annually = equivalent to planting
two acres of forest**

1,539

statewide visual audits completed



2,341,331 MMBtu

other heating fuels



You can't see into walls. You can't see where the air is leaking. The information you get from an energy audit is critical. It's almost like X-ray vision, and it's going to show you how to make your home more comfortable... My savings have been really exciting, and it's been really motivating.

— Sharon Nall, Hopkinton, NH
Eversource customer

Home Energy Assistance Program

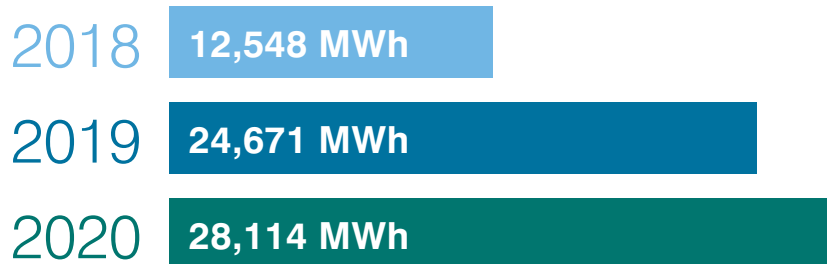
The Home Energy Assistance (HEA) program serves New Hampshire's income-eligible homeowners and renters to help reduce their energy costs, optimize their homes' energy performance and make their homes safer, healthier and more comfortable.

Households eligible for the HEA program typically pay a higher share of their income on energy costs than other income groups. Of all U.S. households, 25% (30.6 million) face a high energy burden (i.e., pay more than 6% of income on energy bills) and 13% (15.9 million) of U.S. households face a severe energy burden (i.e., pay more than 10% of income on energy).

The HEA program covers 100% of the cost to weatherize the homes of income-eligible homeowners and renters and replace outdated, inefficient equipment. The results for these vulnerable customers can be life changing, improving the safety and health of the occupants and providing significant savings on their monthly energy bills.

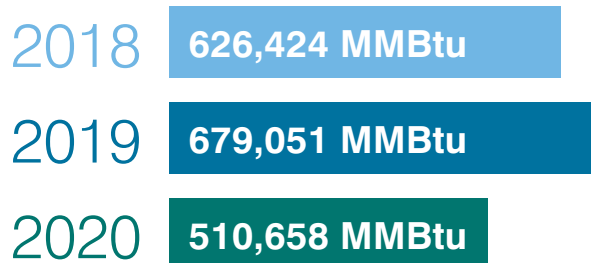
The program is fuel neutral and also reduces energy consumption for more efficient heating and water heating systems, electric appliances and indoor and outdoor lighting.

Lifetime MWh Savings



65,333 MWh
lifetime electric savings

Lifetime MMBtu Savings



1,816,133 MMBtu
lifetime natural gas and other heating fuel savings



CASE STUDY

Concord Housing Authority

When the Concord Housing Authority needed to improve energy efficiency and reduce electricity costs for residents in its buildings, administrators turned to NHSaves partner Unitil and the Home Energy Assistance program.

A comprehensive energy efficiency project began in 2019. Phase 1 included an LED lighting conversion and refrigerator upgrades in three of the Authority's buildings, saving 220 residents approximately 47,640 kWh of electricity per year. The project received \$75,000 in Unitil rebates through the NHSaves HEA program.



Improving the lives of our residents is paramount. By shifting from traditional incandescent light bulbs to LEDs and replacing older, inefficient refrigerators throughout the units, we have reduced our tenants' electric costs significantly.

— Tom Buckman
Facilities Director, Concord Housing Authority



923,495 MMBtu
other heating fuels

**Over three years,
the program:**



Expanded its reach and served more customers, more multifamily housing units and more nonprofit housing agencies.



Collaborated with the Federal Weatherization Program and the NH Community Action Agencies to leverage funds and serve income-eligible customers with all available opportunities.



Recognized by ACEEE as an Exemplary Program.

ENERGY STAR[®] Homes

The goal of the ENERGY STAR Homes program is to encourage residents, home builders and contractors to build high-performance single-family and multifamily homes.

The ENERGY STAR Homes program provides incentives directly to homebuilders or homeowners whose residential construction meets or exceeds the federal ENERGY STAR standards.

The program assists in improving building practices, which in turn leads to the construction of single-family and multifamily energy-efficient homes that are at least 15 percent more efficient than standard homes built to meet building code requirements.



109,948 MWh
lifetime electric savings

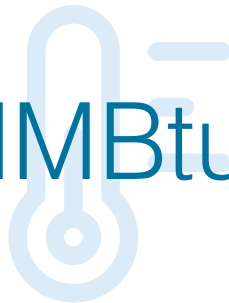


1,764,589 MMBtu
lifetime natural gas and other heating fuel savings



1,106,565 MMBtu

lifetime other heating fuel savings



John & Barbara
 Franconia, New Hampshire
 2019 Drive to Net Zero Winners

CASE STUDY

Drive to Net Zero

For John and Barbara Williams, the idea of building a net zero home began 10 years ago with a desire to simplify their lives.

Among the home's features are:

- Oversized roof eaves to aid in shading the house from the high summer sun and better protect the siding, windows and doors.
- The use of local, green and/or more sustainable or durable building materials, including hard-troweled concrete slabs, a steel roof, triple-pane windows and pine shiplap siding.
- LED lighting and appliances that are ENERGY STAR certified.



We were tired of cleaning, maintaining and overpaying to heat/cool unnecessarily large homes. We measured the space we and our three pets were actually using and realized we only lived in about 900 square feet.

— **John Williams**
 2019 Drive to Net Zero Winner

There are three ENERGY STAR Homes initiatives that help residential properties lock in efficiency from the start, achieving high savings and energy efficiency levels:

- 1 ENERGY STAR 3.1**
 Homes built to exceed the 2012 Energy Conservation Code
- 2 Drive to ENERGY STAR Code Plus Initiative**
 For homes that exceed current code but do not meet ENERGY STAR certification
- 3 Net Zero Challenge**
 ENERGY STAR Version 3.1 certification is required

Net Zero Challenge

The NHSaves Drive to Net Zero competition promotes the construction of high-efficiency, net-zero-energy homes that produce as much energy as they consume. Such homes are built to minimize energy use through efficiency and meet the remaining needs through renewable energy systems.

Home Energy Reports

The Home Energy Reports (HERs) provide select gas and electric customers with easy-to-understand, personalized feedback on their energy consumption along with energy-saving tips to educate on how household behavior impacts energy usage and costs. Home Energy Reports are distributed via paper, email and an online interactive platform, where reports are personalized utilizing comparisons with similar homes or customers to raise awareness and change behavior. The online platform also allows customers to provide additional data about their residences and energy consumption patterns for more accurate benchmarking.

Energy-conserving behaviors promoted through the reports include:

- Lowering thermostat setbacks in the winter and raising them in the summer.
- The proper usage, maintenance and cleaning of energy-using appliances, such as dryers, refrigerators and air purifiers.
- The proper installation and use of air conditioning.
- The use of smart-strip devices that can help control phantom plug loads.
- Tips on do-it-yourself air sealing.

Customers are also encouraged to install high-efficiency equipment and are given information on how to access specific NHSaves incentives at seasonally appropriate times.

The reports encourage customers to take energy-saving action without the use of monetary incentives, meaning that customers make their own investment of time and resources in response to the information provided. Customers can then choose to invest in other energy efficiency measures and behaviors that are highlighted or recommended in the Home Energy Report.



483,033
participants



35,250 MWh
lifetime electric savings



99,391 MMBtu
lifetime natural gas and
other heating fuel savings

Utilities Offering Program During Term: Eversource, Liberty and Unitil

ENERGY STAR[®] Products

The ENERGY STAR Products objective is to increase the purchase and installation of high-efficiency appliances, lighting, heating and cooling systems and water heating equipment. It focuses on targeted consumer education and a robust network of distributors, manufacturers, installation contractors and retailers to promote the purchase of energy-efficient products rather than standard-efficiency equipment. The NHSaves utility partners also provide appliance recycling rebates that give customers an incentive to recycle inefficient appliances, such as refrigerators and freezers, and dispose of them in an environmentally friendly manner.

The NHSaves utility partners offer rebates on a wide variety of products and technologies to promote wider adoption of efficient products, in turn helping New Hampshire homeowners, renters, business owners, municipalities and schools save energy and money on new energy-efficient equipment and energy-saving upgrades that meet ENERGY STAR standards.



462,878 MWh
lifetime electric savings



1,759,000 MMBtu
lifetime natural gas and
other heating fuel savings



4,087,659
rebates fulfilled



4,013,140
LED bulbs and fixtures



11,527
clothes washers



10,840
refrigerators



8,609
dryers



8,236
dehumidifiers



11,894
smart thermostats



6,871
room air purifiers



3,914
room ACs



2,689
natural gas heating systems



1,579
pool pumps



1,025
heat pump water heaters



7,335
heat pumps

3,903

refrigerators and freezers safely recycled



Commercial, Industrial & Municipal



**Large Business
Energy Solutions**



1,905

large business projects



**Small Business
Energy Solutions**



7,232

small business projects



\$360,828,819 in benefits created



Municipal Program



503

municipal projects

Large Business Energy Solutions

NHSaves Large Business Energy Solutions offers technical services and incentives to assist large commercial customers who are retrofitting existing facilities or equipment, adding or replacing equipment that is at the end of its useful life or constructing new facilities or additions.

Retrofit projects helped businesses reduce the cost of replacing old, inefficient equipment in existing facilities with new energy-efficient equipment through financial incentives and technical services.

New Equipment & Construction projects provided incentives to commercial and industrial customers to build new facilities, make major renovations or replace failed (end-of-life) equipment.



1,923,819 MWh
lifetime electric savings



3,172,075 MMBtu
lifetime natural gas savings

Beneficial Features for Distributors:



Midstream Option

Allowing incentives to be offered to customers/contractors.



Multiple Pathways

Added value to bring energy efficiency to installers and customers.



Flexible Offerings

Flexibility that creates more energy projects, resulting in increased sales for distributors.



CASE STUDY

Cranmore Mountain Resort

When undertaking a \$50-million development project, Cranmore Mountain Resort developers turned to New Hampshire Electric Cooperative to achieve maximum energy efficiency. The six-phase development project would transform the resort into a vibrant mixed-use community with year-round residences and expanded base facilities.

Phase II included construction of Kearsarge Brook II, comprised of 19 condominium units. With the technical assistance and incentives from New Hampshire Electric Cooperative, developers were able to install a 61-ton VRF heat pump with the highest-efficiency heating and cooling available. Construction also included a high-performance building envelope and long-lasting, efficient LED lighting. In addition, developers purchased 10 high-efficiency snow guns. Collectively, the projects will save 200,000 kWh per year for an annual savings of approximately \$28,000.



New Hampshire Electric Cooperative's help was critical to the project. Their technical assistance has helped us identify and incorporate the newest technology while removing some of the upfront cost to help us accomplish our goals.

— Ben Wilcox
President and GM
Cranmore Mountain Resort

Small Business Energy Solutions

The small and mid-size business sector makes up approximately 97 percent of New Hampshire’s commercial customers, representing many opportunities to capture cost-effective energy savings.

NHSaves Small Business Energy Solutions offers the energy efficiency needs of the small business customer, including new construction, major renovations, replacement of failed (end-of-life) equipment or retrofits to aging, inefficient equipment and systems. Services include energy assessments, educational programs, reviews of energy-efficient equipment proposals and turnkey retrofits.

The NHSaves utility partners consult with customers interested in the program to learn about the customers’ business energy concerns and interest in efficiency. As part of the fact-finding, the utility may review energy usage history with the customer to determine high-use months and factors contributing the most to energy costs.



1,192,120 MWh
lifetime electric savings



2,041,023 MMBtu
lifetime natural gas savings

Multiple Pathways for Participation:



Providing expertise and savings from vendors and NHSaves utility partners.



Streamlined approach allowing for easy installation without major business disruptions.



Broadening customer reach with more customer types, segments and sizes.



CASE STUDY

T-BONES Great American Eatery

When planning the custom build for the T-BONES Great American Eatery's sixth and largest location in Concord, understanding how to optimize efficiency and keep energy costs low were key building factors for the restaurant's parent company, Great NH Restaurants.

The restaurant group investigated the new equipment and construction rebates offered by NHSaves utility partners Liberty and Unitil. Eligibility was determined, and T-BONES received \$10,526 in incentives from Liberty and \$10,845 from Unitil.

The NHSaves utility partners' technical expertise and incentives helped T-BONES optimize building performance by using energy-efficient equipment, such as ENERGY STAR® certified kitchen appliances, kitchen hood controls, high-efficiency HVAC rooftop units and above-code insulation levels, for an annual energy cost savings of \$11,268.

Additional costs for energy-efficient equipment:

Natural Gas = \$21,908

Electric = \$28,380

Total = \$50,288

NHSaves Incentives = \$21,371

Net Cost of Improvements = \$28,917

Annual Energy Cost Savings = \$11,286

T-BONES' Net Payback = 2.6 years



small
retailers



offices



grocery
stores



restaurants

Municipalities

The NHSaves utility partners work with municipalities to help them reduce their energy bills while offering incentives to offset the cost of energy efficiency projects. They provide guidance for technical and financial assistance and oversee project management to help identify, prioritize and implement cost-effective energy efficiency measures.

The municipal sector is made up of a large and diverse set of electric and natural gas segments with a critical need for operational cost savings and technical support.

166

cities, towns and other communities that completed projects



64% (166/259) of all cities, towns and other communities were served^[6]

Alexandria	Center Harbor	Gilmanton	Lincoln	Newport	Strafford
Allenstown	Charlestown	Goffstown	Lisbon	North Conway	Stratham
Alstead	Chester	Gorham	Littleton	North Hampton	Sugar Hill
Alton	Chesterfield	Grantham	Londonderry	North Sutton	Sunapee
Amherst	Claremont	Greenfield	Loudon	Northwood	Sutton
Antrim	Colebrook	Greenland	Lyndeborough	Nottingham	Swanzey
Ashland	Concord	Hampstead	Madbury	Ossipee	Tamworth
Atkinson	Conway	Hampton	Madison	Pelham	Temple
Auburn	Cornish	Hancock	Manchester	Pembroke	Tilton
Barrington	Dalton	Hanover	Marlborough	Peterborough	Troy
Bartlett	Deerfield	Henniker	Mason	Pittsburg	Walpole
Bedford	Derry	Hill	Meredith	Plainfield	Warner
Belmont	Dover	Hillsborough	Meriden	Plaistow	Washington
Bennington	Dublin	Holderness	Merrimack	Plymouth	Waterville Valley
Berlin	Durham	Hollis	Milford	Portsmouth	Weare
Bethlehem	East Kingston	Hooksett	Milton	Raymond	Webster
Bow	East Swanzey	Hopkinton	Mont Vernon	Rindge	Wentworth
Bradford	Eaton	Hudson	Moultonboro	Rochester	West Lebanon
Brentwood	Enfield	Jaffrey	Nashua	Rollinsford	Westmoreland
Bridgewater	Epping	Keene	Nelson	Rumney	Whitefield
Bristol	Errol	Kensington	New Boston	Rye	Wilton
Brookline	Exeter	Kingston	New Castle	Salem	Winchester
Campton	Farmington	Laconia	New Durham	Sandwich	Windham
Canaan	Francestown	Lancaster	New Ipswich	Seabrook	Wolfeboro
Candia	Franconia	Landaff	New London	Shelburne	Woodstock
Canterbury	Franklin	Lebanon	Newbury	Somersworth	Woodsville
Carroll	Freedom	Lee	Newington	Stark	
Center Conway	Gilford	Lempster	Newmarket	Stoddard	



CASE STUDY

Salem High School

In the first major renovation in the 50 years since Salem High School opened, Liberty helped transform the school into a more modern and functional facility. The third phase of a \$75-million restoration project was completed in 2018 and included energy-efficient LED lighting, both inside and out, and a new 36-ton rooftop HVAC unit. The school qualified for approximately \$38,000 in incentives through Liberty.

Not only did Salem High School save money on the installation of the high-efficiency lighting systems, but it broke even for the cost of the new system within a year. Additionally, the school had a projected savings of \$19,000 per year for 15 years, thanks to the life expectancy of the LED bulbs.

Incremental Upgrade Cost = \$74,000

Total Incentive Paid = \$55,000

Annual kWh Savings = 177,000

Annual Electric Savings = \$19,000

Payback on Investment = 1 year



503

municipal projects



171,498 MWh

lifetime electric savings



239,179 MMBtu

lifetime natural gas and other
heating fuel savings

Demand Response

Eversource and Unitil launched an initiative in 2019 to reduce electricity demand at peak times. The objective of the C&I Demand Reduction Initiative was to incentivize commercial and industrial businesses to flatten peak loads, improve system load factors and reduce costs.

Customers are called upon to reduce electricity demand during an event. Over the summer of 2019, the initiative realized savings of 5,118 kW by 46 customers, more than four times the amount produced by New Hampshire's largest solar array. The key lessons learned from the experience:

- Over-enrollment of customers into the initiative is required to meet curtailment goals because not every customer reduces electricity up to the target amount for each event.
- There is undeniably a customer appetite for such an offering. Additional customers wanted to participate in the initiative but could not due to the original initiative parameters. This response was a factor in the following year's expansion.

In 2020, the initiative was expanded to include a residential Bring Your Own Device Demand Reduction Initiative. The initiative provided incentives to customers who enrolled in the offering with their existing wireless thermostat. As with the C&I curtailment offer, residential customers reduced their electricity demand during peak events called by the initiative.



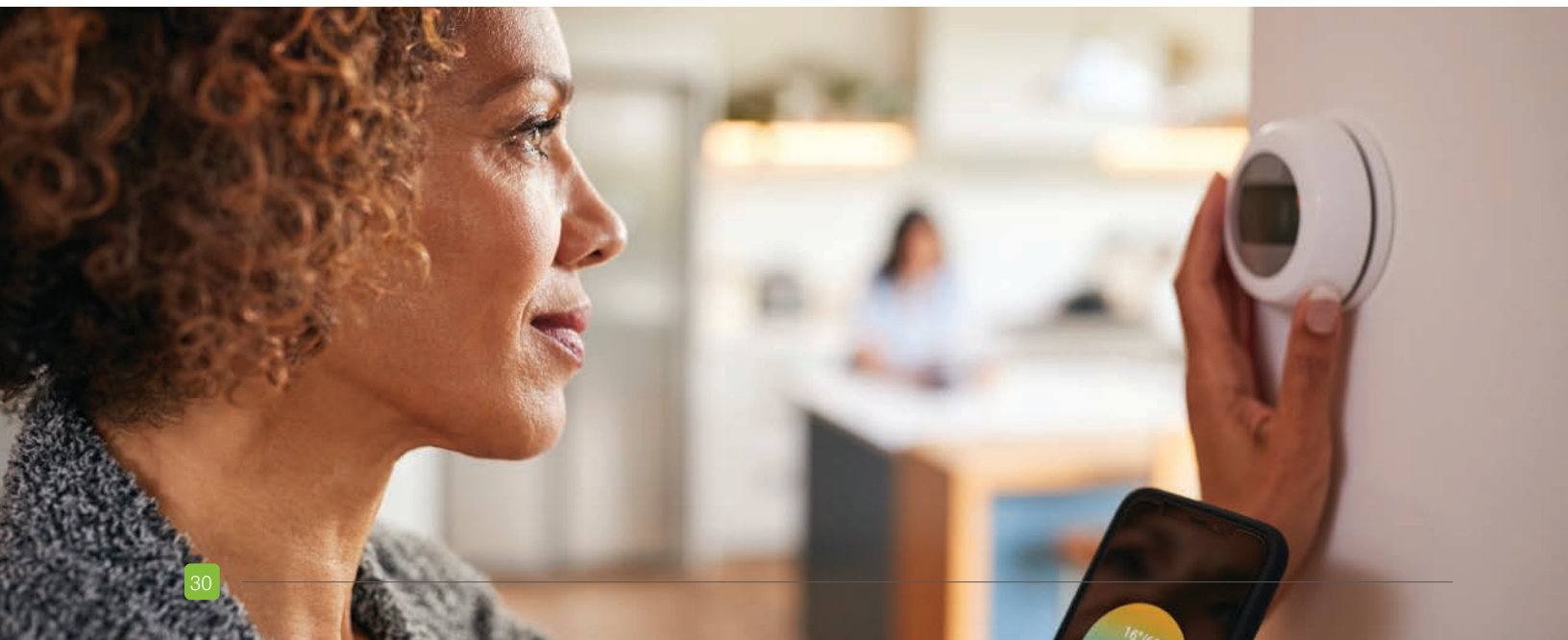
1,698

**participants between
2019–2020**



19,632 kW

demand reduction savings



COVID-19 Response

As the COVID-19 pandemic hit in March 2020 and the state began to limit interactions, the NHSaves utility partners implemented opportunities to help the contractor network continue their efficiency work throughout New Hampshire.

A Contractor Resources page was created on NHSaves.com to provide current information and keep trade allies informed about program developments and training. The NHSaves utility partners adhered to guidance from the World Health Organization, the Centers for Disease Control and Prevention, the Department of Health and Human Services and the Governor's Office to protect and ensure the health and safety of customers, contractors and employees.

To assist with planning, surveys were conducted on residential and commercial customers to understand attitudes, interest and planned activities related to energy efficiency actions and investments in light of the pandemic.

The NHSaves utility partners implemented program enhancements and temporary incentive modifications in order to overcome new customer barriers related to implementing energy efficiency, such as lack of funds, economic uncertainty, attention and efforts focused on other non-energy priorities. Capabilities were developed to allow contractors to perform visual assessments for homes and businesses while social distancing. As they re-entered the marketplace, continued support was offered to the contractor ecosystem through continued training and updates on COVID work protocols.

New Energy Efficiency Services:



upstream offerings



retail rebates



active demand response



trade-ally-driven
commercial & industrial
incentives



virtual assessments



on-premise services that
can be delivered from
an exterior/unoccupied
space

Workforce Development & Residential Education

The NHSaves utility partners offered 181 educational programs throughout New Hampshire that improved the understanding of energy efficiency. Educating the market encouraged increased efficiency program participation and engaged contractors and customers to enhance their energy management practices by utilizing the rebates and programs offered through NHSaves.

181
number of events held

New Hampshire Training Stats



175

Initial in-person business partner meeting attended by 175 people. A “Program Updates” webinar highlighting program enhancements had 69 registrants.



80

80 New Hampshire residential contractors registered for virtual trainings offered through Green Training USA.



284

284 New Hampshire contractors were certified on the COVID Health and Safety guidelines launched between June–August 2020.

The New Hampshire utilities support three primary areas of education:

1

Residential Education

Training for new and existing homes in the areas of HVAC systems, passive solar homes, energy code compliance, building science and weatherization. Customer education was provided at retailers, local community events and home shows.

2

Commercial, Industrial and Municipal Education

Training was provided to contractors on energy code compliance, COVID-19, BOC I & II Programs, integration of beneficial electrification and water and wastewater treatment. Lunch and learn series were held on lighting, motors and air compressor education.

3

Partnerships

The NHSaves utility partners presented in partnership with a variety of New Hampshire energy and environment groups, distributors & manufacturers of energy-efficient products, as well as affinity groups, engineering firms and major retailers like Lowes, Home Depot and Barron’s.

K-12 Education

Educating future customers to embrace positive energy behaviors is an important objective for the NHSaves utility partners. The NHSaves education effort, first offered in 2019, strives to increase awareness of the benefits of energy efficiency and encourage participation in NHSaves energy efficiency programs.

K-12 educational outreach programs are offered to educators so they have tools to educate students about energy-efficient behaviors and green job opportunities. All materials align with Next Generation Science Standards.

Our program administrators support educators, students and families by providing workshops and materials to bring energy efficiency learning to the classroom to foster a more energy efficiency-literate society. They offer ongoing support to teachers and give in-class lessons to students. In addition, they inform students of the NHSaves Education Challenge and Change a Light, Change the World fundraising opportunities.



Andrew Wilson, a student at Lin-Wood Public School wrote the 2019 NHSaves Education Challenge winning essay, responding to “What more could our state do to decrease the environmental impacts of energy use?”



162

educational programs



103

schools served



3,968

student participants

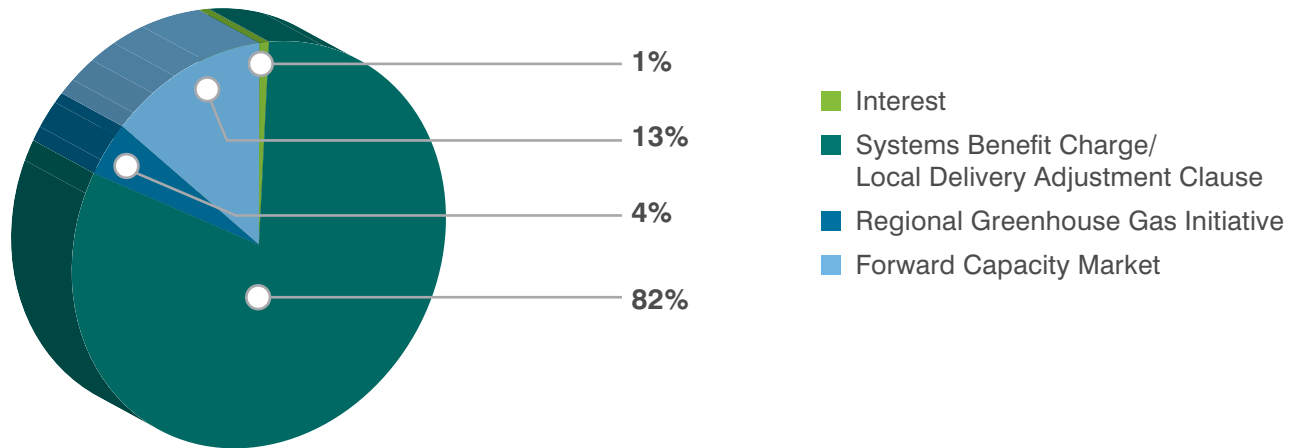


467

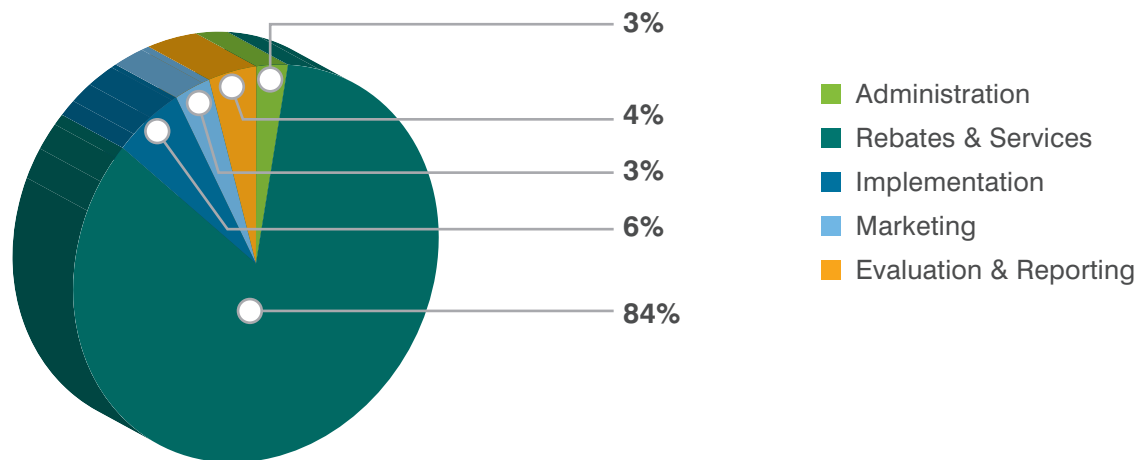
teacher and administrator partnerships

Financial Summary

Electric & Natural Gas Program Funding by Source



Electric & Natural Gas Program Spending by Category



NHsaves

Your Source for Energy Efficiency



Footnote links:

- ^[1]US EPA Greenhouse Gas Equivalencies Calculator. Retrieved from <https://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator>
- ^[2]University of Massachusetts, Amherst (2019). A Green Growth Program for Colorado. Retrieved from <https://peri.umass.edu/publication/item/1168-a-green-growth-program-for-colorado>
- ^[3]U.S. Energy Information Administration (2018, May). 2015 Residential Energy Consumption Survey. Retrieved from <https://www.eia.gov/consumption/residential/data/2015/c&e/pdf/ce1.2.pdf>
- ^[4]Lazard Levelized Cost of Energy Analysis - Version 14.0, Oct. 2020, Retrieved from <https://www.lazard.com/media/451419/lazards-levelized-cost-of-energy-version-140.pdf>
- ^[5]Lawrence Berkeley National Laboratory, The Cost of Saving Electricity Through Energy Efficiency Programs Funded by Utility Customers, Retrieved from <https://emp.lbl.gov/publications/cost-saving-electricity-through>
- ^[6]State of NH (2021). NH Cities and Towns. Retrieved from <https://www.nh.gov/municipal/>



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