



Taking Action on Behalf of CT's Businesses: Public Utility Companies' Response to COVID-19

C&LM Planning & Response

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COVID-19 Energy Efficiency Response Plan











MARCH

MAR - AUG

MAR - SEPT

APR - SEPT

MAY - DEC

Safety:

- Stop contracted vendor EE installation work (onpremise EE work suspended until May 20th)

Engage:

- Enable voluntary contractor EE training
- Monitor training, enable additional courses if needed

Innovate:

- -Implement remote inspections/alternative verification processes -Develop & implement
- -Develop & implement virtual pre-assessment and customer loan deferment

Plan:

Work project backlog, back-to-work readiness

Install:

EE Installations (back to "new" normal)

PHASE 1

PHASE 2

PHASE 3

PHASE 4

PHASE 5

Dates of Note

- March 18th: On-premise program suspension
- March 20th: Governor's Update
- April 20th: Governor's Update
- May 20th: Current "Back to Work" date









Phase 3: Innovate & Relax Deadlines

- Progress payments for measures installed in partially complete projects
- In-process waiver to allow for project completion with customer consent
- Support EE work in unoccupied facilities through large C&I programs
- Rebate application processing
 - Extended/relaxed rebate deadlines
- Virtual inspections in lieu of on-site inspections videos, pictures, etc.
- Virtual pre-assessments for small business customers
- Self-installation kits shipped to virtual pre-assessment customers at no cost
- EE loan deferrals for 90 days Small Business/Municipal Loan
 - No impact to customer credit rating nor sent to collections
 - Will not be classified as being in default nor disqualify customer for any on-bill payment arrangements
 - Companies conducting outreach to delinquent customers









Phase 4: Develop Projects & Back-to-Work Readiness

Build robust pipeline through continued review/approval of projects short of on-premise services

Plan for post COVID-19 activities:

- Marketing to customers
- Additional limited-time incentives
- Exploring small business loan options for new customers
 - Loan repayment starts 6 months after project installation to increase customer cash flow
 - Modify loan terms to increase cash flow
- Resumption of on-premise EE work, safely











FOR QUESTIONS OR HELP WITH ENERGY EFFICIENCY CALL 877-WISE-USE