
NH Energy Efficiency Resource Standard

Three-Year Program Plan





Review of
Low-Income Sector

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Desired Outcomes (Overall, Not Program Specific)

- Increase program yields
 - Serve more customers
 - Increase customer savings
 - Further develop and expand NH's product and service provider infrastructure
 - Result in sustained, orderly market development
 - Stimulate private investment and the use of new financing approaches
 - Increase awareness of the job creation and economic development impacts of EE
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Characteristics of a Successful Low- Income Program

- Maximize partnerships and coordination with nonprofits, state and federal agencies that deliver services, funding and programs to low-income households
 - Coordinate service delivery with Office of Economic Opportunity
 - Market services to non OEO customers through affordable housing networks
 - Avoid missed opportunities to overlay efficiency in new building construction or rehabilitation through partnerships with nonprofits and public agencies that deliver funding and/or services
 - Incorporate non-energy benefits in cost-effectiveness screening
 - Design programs with target populations in mind
 - Maximize energy savings with high users and lower energy burden for higher volume of customers
 - Including measure specific opportunities for lighting and appliances
 - Identify
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Best Practices for Achieving Success, and Why

- Standardized offerings through one-stop shop enables all customers to find and understand offerings
 - Greener Homes Program achieves this for subsidized MF housing
 - Partnerships with nonprofit and public housing networks assure that utility portion of affordable per unit cost is as low as possible
 - Look for funding leveraging opportunities with partners
 - Research & Development for new technologies and strategies
 - Training
 - customer support staff at utilities
 - Contractor network
 - LIHEAP
 - Presumptive eligibility based on eligibility for other low-income programs – lowers administrative costs
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Suggestions for NH

- Maximize partnerships with housing and lending agencies, including NHHFA, NHCLF, and RD, USDA office
 - Maximize MMBTu savings from new multifamily developments by promoting high performance building envelopes
 - Promote retrofits for nonsubsidized MF buildings, both master-metered and individually metered through one-stop shop partnership with contractors using on-bill financing
 - Promote efficiency and lower energy burden healthy homes networks, coordinated by NH Department of Public Health, particularly for low-income customers with high use patterns
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Suggestions for NH

- Consider omnibudsperson to coordinate communications and delivery of comprehensive energy program for low-income sector
 - Consider arrearage management programs tied to energy savings to lower energy burden and increase economic security for LI HHs
 - Lighting distribution through foodbank network delivers high efficiency product through non-traditional channel used frequently by LI HH's
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