

EVERSOURCE



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

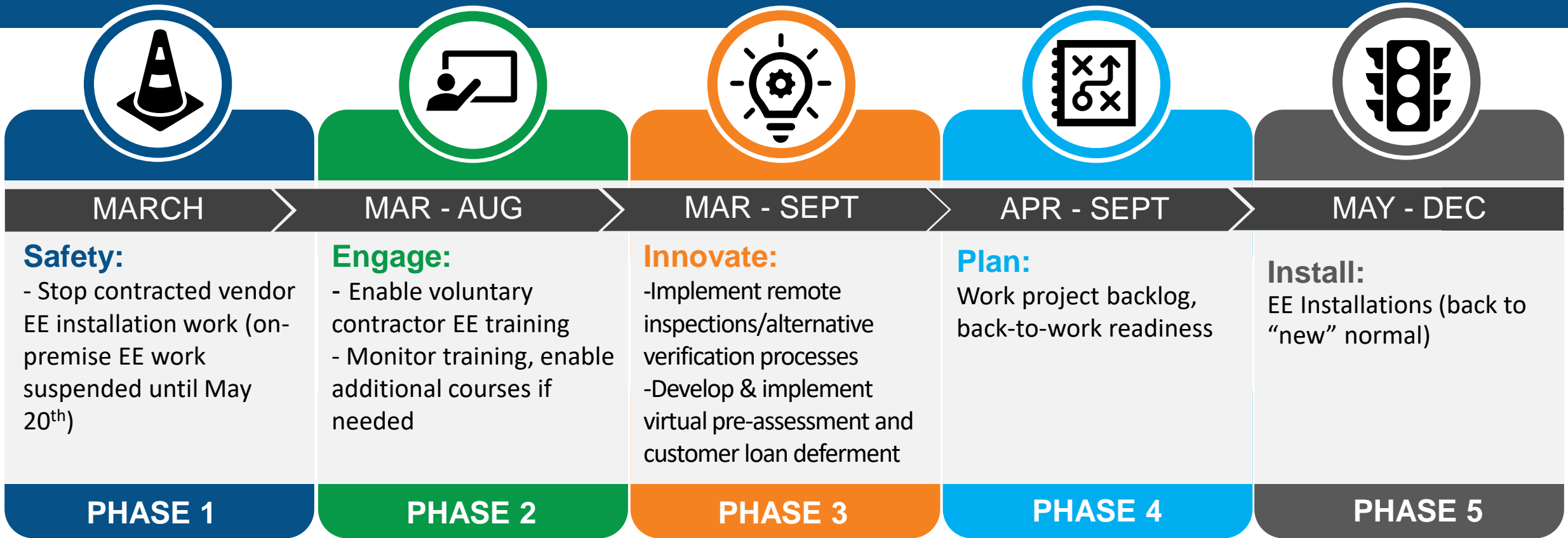
C&LM Planning & Response

Presenters:

Elizabeth Murphy – UI/CNG/SCG

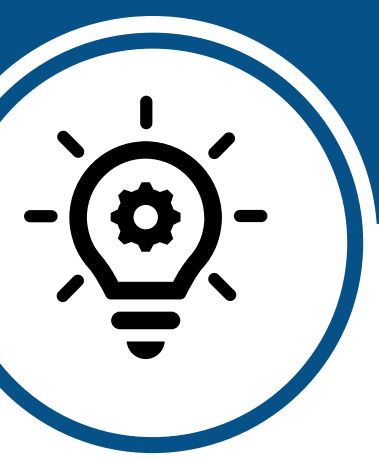
John Kibbee – Eversource

COVID-19 Energy Efficiency Response Plan



Dates of Note

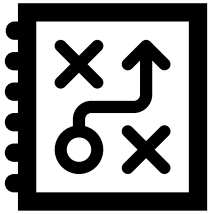
- March 18th: On-premise program suspension
- March 20th: Governor's Update
- April 20th: Governor's Update
- May 20th: Current "Back to Work" date



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

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