

Home Energy Solutions Best Practices Group

DRAFT Concept

Presented by Theresa Lavoie, Executive Director, HPACT

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Rationale

As the Home Energy Solutions program grows and increases its contractor base, more and more discussion is being held on programmatic concerns, implementation practices, certification/licensing, etc. CT needs a structured format to have discussions about:

1. Contractor concerns about program matters.
2. Company concerns about program matters.
3. Overall quality and customer satisfaction.
4. Staff licensing and certifications.
5. Program implementation issues.

The discussion needs to be managed by having a structured environment, input from the field via set agendas, good facilitation of the meeting time, solid follow up on action items and the ability to maintain program compliance and only elevate to the EEB if the Best Practices Group cannot find an outcome.

Concept

The following is a CT version of what MA has developed to set up their structure.

Charter for Group

- To provide a forum for contractors and program administrators to ensure the Home Energy Solutions (HES) program is meeting customer expectations, is operating in an efficient manner and is overall effective in delivering desired deeper energy savings and is making a useful contribution to the betterment of the HES program.
- To offer a central place to bring contractor concerns and avoid multiple efforts on multiple levels to resolve concerns.
- It is important that this group focus on things that it can resolve and recognize issues that it cannot and if appropriate forward those issues to the appropriate group or person who can resolve them.
- It is important the each committee member make a commitment to understand the other side when discussing issues and resolutions.
- This group is committed to making the Best Practices Group useful and work to improve the HES program.
- It is the responsibility of the HES contractors to channel concerns of the other HES contractors to this group and report back outcomes as well.
- Every meeting must include a best practices topic to increase value to the group discussion.

Meeting Schedule

- The Best Practices Group will meet on the third Thursday of each month. The meetings will be held from 10:00 a.m. – 12:00 noon. The meetings will be held at Eversource, Berlin. Agenda items will be collected from members 2 weeks in advance of the meeting. A final agenda will be distributed one week before the meeting date.
- Meetings are private with no audience.
- A portal for contractors needs to be set up on a website to access meeting minutes and agendas. Until that is set up, the meeting minutes will be emailed. Meeting minutes will be circulated within one week of the meeting to all participants.
- A minute taker, agenda setter and facilitator to ensure good use of time and resources, needs to be established. HPACT offers to provide those services for the first 3 meetings, or so, to help get things established. Then the group can decide how to move forward.
- The Group will agree upon what topics, if any, need to be brought to the EEB or the EEB Residential Committee.

Roles & Responsibilities of Committee

- The Group is made up of:
 1. One representative from Eversource, designated by the company.
 2. One representative from United Illuminating, designated by the company.
 3. One representative from a Community Action Agency contracted for HES and/or HES IE.
 4. Two representatives from HES contractors whose only business is HES. (voted by entire HES contractor base)
 5. Two representatives from HES contractors who also do HES IE. (voted by entire HES contractor base)
 6. Two representatives from HES contractors who also install insulation and/or HVAC. (voted by entire HES contractor base)
 7. This makes the group total 9 (voted by entire HES contractor base)
- Terms held by HES contractor representatives are for one year.
- Elections for HES Contractor representatives will be held in July. Contractors can self nominate and all need to provide a paragraph about why they want to sit in this group and represent their peers. Those elected will take place in the group in September.
- The PAs are looking to hear what is going on from those that are working most closely with program participants and receive feedback so that improvements can be made on how to best implement the program.
- The Contractors want to provide meaningful feedback that can effect positive changes to the program. The contractors want to discuss what is working and what is not working and will make suggestions to improve the program. The contractors view this as a problem solving group. Contractor representatives must gather agenda items from their peers to bring to the Group.

This program can be a model for the rest of the country. It is important that we identify those issues that this group cannot resolve and move it to the appropriate level for resolution.

COMMENTS RECEIVED:

4/15/16

Which website would the portal for contractors be? Making that website HPACT's site could really help drive traffic.

I think the outline of the 9 representatives who make up the group work. One of my concerns would be Multifamily issues. For instance, if Craig Clark is deemed the one and only rep for Eversource, the group wouldn't be able to hash out details regarding the Multifamily Initiative. We would need someone like Ron appointed in order to cover the different facets of the programs. Overall I think this is great and we should get moving on it ASAP.