

Delivery and Customer Experience Enhancements within IL's Income Qualified Weatherization Programs – *Best Practices & Recommendations*

Joint Stakeholder Presentation by CUB, NCLC, & NRDC

Illinois Stakeholder Advisory Group + Income Qualified Advisory
Committee Meeting

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IQ Weatherization Proposal Goals

- ▶ Growing capacity of Community Action Agencies (CAAs)
- ▶ Maximizing savings per dollar spent
- ▶ Optimizing depth of savings
- ▶ Ensuring customers get the maximum benefit for which they qualify
- ▶ Increasing ease of customers to participate
- ▶ Ensuring all types of income-qualified housing are being served

Measure-related Recommendations

▶ Mechanicals

- ▶ Background: Northern IL utilities include mechanicals in their 50-50 split of IHWAP+IQ program braided costs, while southern IL utilities do not in their 50-50 measure cost split.
- ▶ Recommendation: Include mechanicals statewide in braided program cost-sharing
 - ▶ With one exception: exclude utility funding of central air conditioners (except in the case of emergency replacement). (NRDC)

▶ Optimal Measure Mix

- ▶ refrigerator replacements, furnace fans, DHW conservation measures, heat pump water heaters, window AC, cold climate heat pump retrofits, appliance bulk purchases (NRDC)
- ▶ consistent measure list for both the braided WAP/utility program and the utility-only funded programs (NCLC)
 - ▶ allowing for some variation between the two programs if justified and in order to increase the number of homes served

Non-Incentive Costs Recommendations

- ▶ Reduce non-incentive costs
 - ▶ Review and implement ways to reduce non-incentive program costs, including overhead and management costs (NRDC)
 - ▶ Better understand if the layers of contracting in the utility-only and braided programs are necessary (NCLC)

Increase CAA Capacity

Recommendations

- ▶ CAA bonuses for reaching/exceeding goals and align funding and reporting timelines (NRDC)
- ▶ Increase agency capacity and number of jobs completed. Funding levels should be better coordinated with agencies to enable agency hiring. (NCLC)
- ▶ Streamline CAA reporting (CUB + NRDC)
- ▶ One point of contact (CUB)
- ▶ Streamline QA/QC inspections (NRDC + CUB)

IQ MF Braiding Recommendations

- ▶ Increase MF braiding - allow/increase IHWAP braiding on MF side; encourage agencies; reduce barriers; help or cover costs for trainings and equipment; helps reduce cost per unit if there's a 50/50 split (NRDC)
- ▶ Single point of contact for IQ Multifamily building owners with streamlined intake processes (NCLC)
- ▶ Help support development of MF Energy Modeling software to avoid costly custom engineering firm assessments, consider CEDDA's tool for wider use (CUB)

Reduce Confusion and Competition Recommendations

- ▶ Reduce any confusion and perceived or real competition occurring between IHWAP braided programs and utility-only programs. (NRDC, NCLC)
- ▶ Have all contractors (including market-rate) provide information on all IQ program (CUB)
 - ▶ Present the customer with all of their options
 - ▶ i.e. - you qualify for IHWAP, or there's this other program

Program Delivery & Data Recommendations

- ▶ Joint delivery of all IQ programs, along with better coordination between utilities with adjacent service territories; concern over “weatherization-lite” (NCLC)
- ▶ Some IQ customers may be ineligible for IHWAP due to already receiving IHWAP within the 30-year window, being a SF renter, etc; partner with CAAs on targeted outreach to these customers (CUB)
- ▶ Transparent Reporting - provide more robust data on comparison between CAAs and alternative community partners implementing IQ programs (CUB)

Sharing Best Practices Recommendations

- ▶ Initiation of an IQ weatherization Best Practices Group, modeled on LEAN program from MA, including: utilities, CAAs, contractors, DCEO, other implementers and stakeholders (NCLC)
- ▶ Contractor Network - help start a Building Performance Association for CAAs and WX contractors to better coordinate (CUB)

Thank you! Questions?



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