

January 2024

Efficiency Vermont Flood Recovery

Testimony to Senate Government Operations

Peter Walke
Managing Director



Flood Recovery Takeaways

1

Vermonters and Vermont businesses had and some still have a significant need to replace damaged or destroyed equipment, insulation, etc.

2

Vermonters have had to navigate a complex recovery landscape – FEMA announcing it is reforming its process is positive news

3

Efficiency Vermont's funding has been part of the overall flood recovery that has helped Vermonters and Vermont businesses get back on their feet

Background, Context, and Current Status



July 31 Emergency Board Meeting

Program Parameters

1. \$10m in ARPA funding transferred from weatherization services to flood recovery
 - a. Existing Public Service Department authority limited support to residential customers
2. \$10,000 cap per household
3. Focus on Low- and Moderate-Income Vermonters (<120% AMI)
4. Incentives available for work already completed

August through early September

Program Development

1. Expedited grant development process – kudos to Public Service Department (PSD)
 - a. Worked with PSD to incorporate additional ARPA funding to bring additional solution to flood victims and all LMI Vermonters
2. Efficiency Vermont rapidly stood up programs while understanding customer need and funding landscape
3. Brought in partners and customers to discuss opportunities and explain process
4. Sought additional funding from the PUC and ANR to support the ability to deliver solutions

Funding Overview

Where is the funding coming from? How can it be used?

Program	Funding \$	Funding Source	Governance	Status
Residential Flood Recovery	\$10,000,000	Re-allocation of a portion of \$35M, previously authorized by the legislature for LMI weatherization	<ul style="list-style-type: none">Grant agreement with the Public Service DepartmentFederal ARPA revenue replacement requirements	Grant agreement finalized and executed (8/26)
Business Flood Recovery	\$1,000,000	Electric budget savings from 2022 that the PUC had previously approved as a 2024 EEC rate credit	Public Utility Commission Order , issued 8/4	Approved
Contractor Flood Response	\$200,000	Agency of Natural Resources (general fund grant)	Grant agreement with ANR	Grant agreement finalized and executed 11/9

Funding Overview

In addition...

Program	Funding \$	Funding Source	Governance	Status
Heat Pump Water Heaters - Residential	\$5,000,000	2022 legislative appropriation (Switch and Save)	<ul style="list-style-type: none">Grant agreement with the Public Service DepartmentFederal ARPA revenue replacement requirements	<p>Grant agreement finalized and executed (8/26)</p> <p>Flood-focused support is live and subgrants being negotiated with VGS, BED</p>
Electric Panel/service Upgrades - Residential	\$19,000,000	2022 legislative appropriation	<ul style="list-style-type: none">Grant agreement with the Public Service DepartmentFederal ARPA revenue replacement requirements	<p>Grant agreement finalized and executed (8/26)</p> <p>Flood-focused support is live and subgrants being negotiated with VGS, BED, GMP</p>

Impacts to date

Average residential flood rebate: \$5,100

Average business flood rebate: \$4,400

Residential Customers Results

Income Eligibility Category	Measures Installed	\$
Rental Property Owners	52	\$249,526
Water Heating & Conservation	10	\$9,118
Appliances	12	\$6,980
Heating, Cooling, & Ventilation (HVAC)	30	\$233,428
80-120% AMI	75	\$176,693
Water Heating & Conservation	9	\$22,686
Heating, Cooling, & Ventilation (HVAC)	23	\$133,105
Appliances	43	\$20,902
<80% AMI	113	\$334,341
Water Heating & Conservation	13	\$32,130
Heating, Cooling, & Ventilation (HVAC)	35	\$260,642
Appliances	65	\$41,569
Total	240	\$760,559

Households (unique utility acct counts)	<80% AMI	80-120% AMI	Rental Property Owners	Total
Addison	9	4		13
Bennington	2		3	5
Caledonia	1			1
Chittenden	3	2	1	6
Essex				
Franklin	5	1		6
Grand Isle		1		1
Lamoille	1	5	7	13
Orange	3			3
Orleans	5	2		7
Rutland	9	4	3	16
Washington	23	17	29	69
Windham	1		1	2
Windsor	8	4	1	13
Total	70	40	45	155

Commercial Customers Results

Measure Technology Category	Companies	Quantity	\$	\$/Company
Commercial Kitchen Equipment	14	46	\$94,720	\$6,766
Commercial Refrigeration	2	4	\$10,370	\$5,185
Heating, Cooling, & Ventilation (HVAC)	10	27	\$82,200	\$8,220
Insulation & Air Sealing	1	1	\$4,000	\$4,000
Miscellaneous	2	4	\$4,148	\$2,074
Total	30	87	\$201,575	\$6,719

Outreach

Outreach	Count
Home Energy Visits	37

Engaging Vermonters to help them access available resources

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Promotion & Outreach

Public Relations

- Press releases and media advisories
- City of Barre Press Conference (9/5)
- Media coverage of rebates and program changes

Digital Support & Advertising

- Dedicated Webpage(s): www.encyvermont.com/flood
- Two public webinars – technical support and rebate information
- Front porch forum ads & posts
- Digital display advertising, Google Search campaigns, and Social media advertising
- Print ads in select community papers
- Efficiency Vermont newsletters & State “Flood Impacted” email list
- Utility bill messaging (select utilities)

Community Based Outreach

- 1:1 Emails to over 60 town officials and community-based orgs
- Flyers distributed in impacted towns
- In-person events in Hardwick, Johnson, Jeffersonville, Barre, Marshfield, Ludlow, and Greensboro
- 1:1 Partner trainings and support

FLOOD RECOVERY REBATES

Rebuild for resilience and efficiency.
Up to \$10,000 back.

LEARN MORE

Efficiency Vermont



Flood Recovery Rebates

Receive financial assistance to replace flood-damaged equipment with energy efficient technologies.

Qualifying low- and moderate-income Vermont homeowners and renters are eligible to receive a combined total of up to \$10,000 back on qualifying energy efficient equipment, and up to \$9,500 back on weatherization projects. Funding is available on a first-come, first-served basis, and incentive amounts are subject to change. To confirm the most up-to-date rebate amounts, visit efficiencyvermont.com/floodrebate. See income eligibility requirements and redemption information on reverse.

		Low Income	Moderate Income	Financing
Large Appliances	ENERGY STAR® Certified Refrigerator			
	ENERGY STAR Certified Freezer	Must replace flood-damaged unit	Up to \$1,000 (Maximum 1 per appliance type)	Up to \$750 (Maximum 1 per appliance type)
	ENERGY STAR Certified Clothes Washer			
Small Appliances	ENERGY STAR Certified Window Air Conditioner	Can be new, or replacing flood-damaged unit	Up to \$400 (Maximum 2 per appliance type)	Up to \$300 (Maximum 2 per appliance type)
	ENERGY STAR Certified Dehumidifier			
	ENERGY STAR Certified Air Purifier			
Water Heating (Tank & Tankless)	ENERGY STAR Certified Fossil Fuel Fired Water Heater	Must replace flood-damaged unit	Up to \$3,000	Eligible for No-Interest (0% APR) Financing, up to \$10,000
	Traditional Electric Water Heater			
	Heat Pump Water Heater (does not count towards incentive cap)	100% of costs, up to \$5,000	90% of costs, up to \$4,500	
Heating	Central Wood Boiler, Boiler or Furnace		\$10,000	\$7,500
	Wood/Pellet Stove	Can be new, or replacing flood-damaged unit		
	Ductless Heat Pump		Up to \$10,000	Up to \$7,500
	Ducted Heat Pump			
	Energy Efficient Boilers and Furnaces	Must replace flood-damaged unit		
TOTAL COMBINED MAX INCENTIVE			Up to \$10,000	Up to \$10,000

Your final incentive will be based on your total qualifying expenses, less your FEMA payment, up to a total incentive amount of \$10,000.

Receive a total of up to \$9,500 back on qualifying weatherization projects.

		Low- and Moderate-Income	Higher-Income	
Weatherization	Home Performance w/ ENERGY STAR	75% off project costs, up to \$9,500	75% off project costs, up to \$4,000	Eligible for No-Interest (0% APR) Financing, up to \$10,000
MAX INCENTIVE		\$9,500	\$4,000	

Note! FEMA recipients MUST complete the FEMA process and receive final payments before submitting applications for Efficiency Vermont rebates. Submitting rebate applications to Efficiency Vermont in advance could disqualify you from receiving FEMA payments.

Efficiency Vermont
efficiencyvermont.com/flood
(888) 921-5990

LIMITED TIME
Flood Recovery Rebates

For homeowners, renters, businesses, and rental property owners rebuilding from summer flooding.*

- Income-eligible homeowners and renters:**
- ✓ Up to \$10,000 for qualifying heat pumps, wood stoves, furnaces, boilers, water heaters, and appliances
 - ✓ Up to \$5,000 back on heat pump water heaters
 - ✓ Up to \$9,500 back on weatherization projects
 - ✓ Zero-interest financing up to \$30,000

- Businesses:**
- ✓ \$1,000 for kitchen, HVAC, and refrigeration equipment for up to 4 products (on top of standard rebates)
 - ✓ Technical assistance

- Rental Property Owners** (with rental units at or below rent limit guidelines)
- ✓ Up to \$10,000 per rental unit on appliances and in-unit equipment
 - ✓ Up to \$10,000 per building for central heating systems
 - ✓ Technical assistance

Learn more at efficiencyvermont.com/flood

Please complete all FEMA processes before applying to Efficiency Vermont's rebates.

*Funding is subject to availability and eligibility. For the most up to date rebate information visit www.encyvermont.com/floodrebates.

Customer Participation

Number of customer contacts since 7/10/2023:

- 653 commercial contacts, 1,335 residential contacts
- 38 Flood Recovery Virtual Home Energy Visits

Status as of 1/29/2024:

- 8,353 pageviews across website resources (3,692 users)
- 175 residential project applications, 119 payments
- 41 Rental Property Owner applications, 31 payments
- 65 business project applications received, 50 payments

Most common reasons for an application to be put on hold:

- Incomplete rebate form
- Missing, or incomplete purchase invoice



What we heard...

"I cannot afford the upfront cost"



How we responded...

Partnership between VCF, VSECU, and VEIC

- No out-of-pocket costs for customer for projects 100% covered by rebates
- Contractors paid directly
- Rebates replenish pool

10 Vermonters have fully utilized the program to date (\$91,977.97)

58 Vermonters are in the pipeline to utilize this unique funding

We want to explore how Efficiency Vermont could use this approach elsewhere

Mobilizing Contractors for Flood Recovery

Utilize \$200,000 in State funds from VT Agency of Natural Resources to:

- Help increase contractor capacity in flood-impacted areas
- Encourage heating electrification and or/wood heating (primary or supplemental)

Trade Ally incentives paid to contractors for completed projects (incl. a per contractor cap)

Supports new or replacement heating systems for LMI residential flood-impacted customers

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Lessons Observed

1

Flood victims need comprehensive support immediately – heat, hot water, and basic appliances are one part of their journey

2

State funding programs are not currently designed for emergency response

3

Non-state partners can and do step into leadership roles, and we need map out how they fit into the state's overall response

**I am happy to answer any
questions you may have**

Peter Walke,
Managing Director, Efficiency Vermont

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