

## **Impact Evaluation of the Energy Opportunities Program – Recommendations**

### **Recommendation 1: Consider advanced training in GSHP design, installation, and performance for program staff, particularly if the CEFIA incentive returns.**

**CL&P Response:** CL&P will continue training program staff in GSHP design, installation, and performance through the IGSHPA. As noted by the evaluators, CL&P staff have significant expertise and experience with GSHP technology and have pursued up-to-date knowledge and certifications from leading professional organizations, such as the IGSHPA.

### **Recommendation 2: Consider redesigning the VIP spreadsheet to allow for more flexibility.**

**CL&P Response:** The VIP tool was developed by CL&P with the help of a nationally recognized expert on building science and GSHPs<sup>1</sup> in 2006. CL&P believes (as the Study pointed out) that the tool has tremendous value in helping contractors understand performance characteristics of GSHPs and ensure that systems are installed correctly. The VIP program has been acknowledged by a nationally recognized GSHP designer<sup>2</sup> as leading-edge, and anecdotally has helped mitigate many problematic installations, thus saving customers considerable energy, expense, and aggravation.

In its previous comments, CL&P requested specific feedback on issues with the VIP tool to assist program administrators in a redesign, but evaluators were unable to recommend relevant improvements. While CL&P understands that working with the VIP tool can be frustrating for some contractors, ensuring installation to manufacturer specifications is a critical element of the program and provides assurance of quality installation to customers. CL&P will continue to maintain and redesign the VIP spreadsheet as necessary to keep pace with technology and assure quality installation.

### **Recommendation 3: If the CEFIA incentive returns in the future, consider ways in which the program could be offered more seamlessly to both contractors and customers.**

**CL&P Response:** CL&P currently promotes energy efficiency jointly with CEFIA under the Energize CT brand and integrates CEFIA financing across a variety programs. If the CEFIA incentive returns, CL&P will continue to make sure requirements for each incentive are clear while maintaining a high standard of quality, and work with CEFIA to integrate any available financing offerings.

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<sup>1</sup> Bruce Harley, Conservation Services Group. See <http://www.builditsolar.com/Projects/SpaceHeating/Builder's%20Guide%20to%20GeoThermal.pdf>

<sup>2</sup> Utility staff conversations with Terry Proffer. Mr. Proffer is an IGSHPA accredited installer, IGSHPA/NATE certified installation trainer, Certified GeoExchange Designer (CGD), and AEE/IGSHPA CGD trainer. <http://www.majorgeothermal.com>