

February 20, 2016

Lisa A. Skumatz, Ph.D.  
Skumatz Economic Research Associates (SERA)  
762 Eldorado Drive  
Superior, CO 80027

**RE: R4 HES/HES-IE Process Evaluation and R31 Real Time Research**

Dear Dr. Skumatz,

Eversource Energy (“Eversource”) is pleased to submit these written comments with regard to a draft evaluation report: *R4 HES/HES-IE Process Evaluation and R31 Real-time Research* (“Report”), January 29, 2015, NMR Group, Inc. (“Evaluator”). Eversource received the Report with a request to provide comments. The purpose of the report was to investigate and report on eight components of the Home Energy Solutions (HES) and Home Energy Solutions Income Eligible (HES-IE) Programs including the following: Program Process and Experience, Health and Safety, Decision-making and Financing, Non-Energy Impacts, Net-to-Gross Ratios, Persistence and Effective Useful Life, Connecticut Contractor Development, and Clean Energy Communities

Eversource acknowledges and generally agrees with earlier comments on the Report provided by Glenn Reed and Chris Kramer (CT EEB Consultants), February 18, 2016. In addition, Eversource has the following additional comments and recommendations:

- Eversource requests that additional information be provided on the CATI surveys that were used to estimate free-ridership and spillover rates.
- A free-ridership rate of 0.26 was estimated for core services. Because core services include a diverse array of measures, Eversource requests that separate free-ridership estimates are provided for lighting, weatherization, and water measures.

To help ensure efficient and timely completion of a final Report that provides utmost value, Eversource encourages clarifying questions from the Evaluator (via the established evaluation protocols) on these comments.

Sincerely,

*Joseph Swift*

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