



Clean Energy Partnership Q3 EVAC Meeting September 26, 2017



Work Plan Activity Criteria:

Address the City's climate and energy goals, are induced by the Partnership, state roles for the City and at least one utility, identify a lead, and consider cost-effectiveness if a utility conservation program.

Other Items of Mutual Collaboration:

Individual Partner activities that clearly advance the City's climate and energy goals and may become areas of future collaboration.

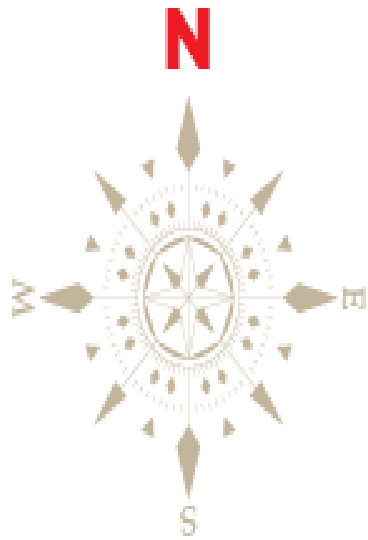


Work Plan Amendments:

Shall be rare and the substance will be presented at an EVAC quarterly meeting for input prior to Board consideration.

Work Plan Creation Process:

- The City will bring forth its priorities.
- Each Partner shall present a list of potential work plan activities.
- EVAC may make recommendations to the Planning Team that meet work plan activity criteria.



NEIGHBORHOOD HUB

TRANSFORMING COMMUNITIES
TO MAKE A WORLD OF DIFFERENCE.

Neighborhood Hub is a nonprofit organization which serves as a focal point for residents in need of immediate information, resources, rapid response and assistance in navigating social service systems. The “Hub” is located on the Jordan neighborhood in North Minneapolis.

Mission

The Mission of the Neighborhood Hub is to:

Foster a healthy and vital North Minneapolis community through partnership and holistic services that respond to the needs of our neighbors.

How Does the Neighborhood Hub Accomplish its Mission?

The Hub accomplishes its mission by connecting neighbors to needed resources in the community, filling gaps in services to individuals and families, advocacy to assure that community needs are met today and into the future, and engaging in partnerships that build a stronger, more vital, and prosperous North Minneapolis community.



Our 'Northside' Story

The organization was originally established in 2005 as a federally funded One-Stop Family Support Center, serving predominantly African American families and individuals. The Hub was incorporated as a nonprofit in 2007 and have assisted thousands of residents with Navigation services focused on getting people access to safe, affordable housing, and access to services providing basic needs.

Beginning in 2010, The Hub added an additional focus on eliminating health disparities in the North Minneapolis African American community. Our research and work focus on social determinants of health, such as employment, housing, community health supports and culturally competent health and other programs and systems.

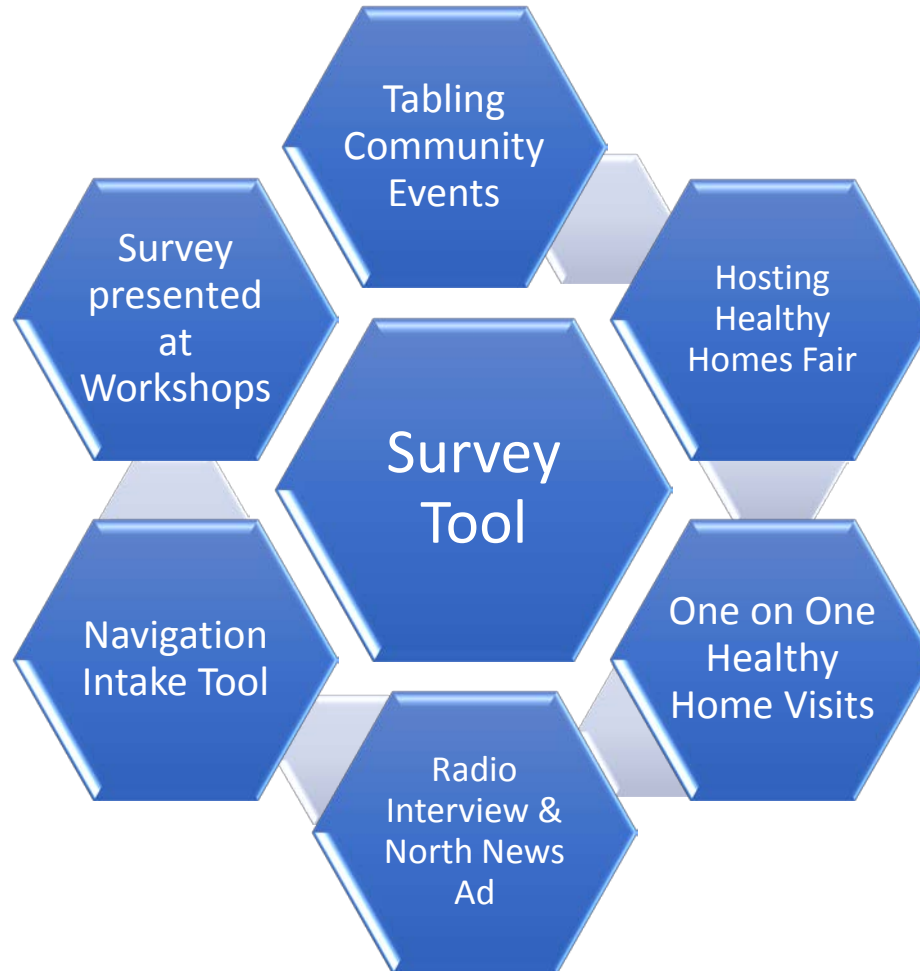


Community Engagement Energy Efficiency Pilot Project Overview

The Neighborhood Hub is involved in work that evaluates how to increase engagement with underrepresented communities in Minneapolis with regards to energy efficient programs.

- We will be highlighting strategies that worked as well as barriers for our community.
- Our goal is to increase the knowledge and equitable uptake of energy saving opportunities offered by Xcel Energy and Centerpoint Energy for underestimated communities.

Strategies for Connecting with the Community



Barriers

Staffing
Barriers

Programmatic
Barriers

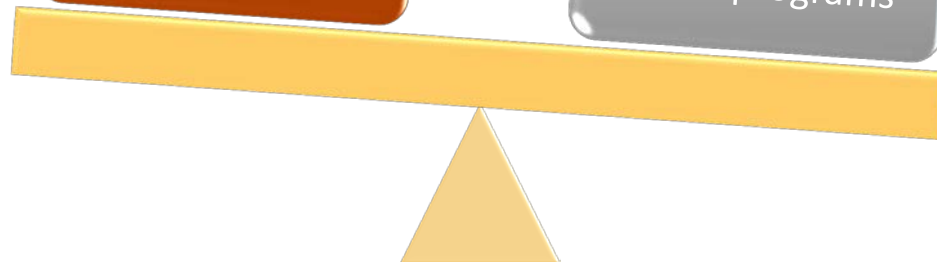
Not having
bilingual staff

Understaff for
outreach events

Unaware of
Programs

Complex
marketing
materials

Lack of details
about programs



Accomplishments

Conducted 14 One-on-One
Healthy Home
Assessments

Engaged 11 Navigation
Clients from the Intake
Application

Hosted an Interactive
Healthy Homes
Resource Fair where 48
surveys were
completed

Facilitated 2 workshops
where 18 participants
were surveyed

Educated community
on EE products,
referred community to
EE resources

Questions?

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MINNEAPOLIS RESIDENTIAL ENERGY EFFICIENCY PROGRAM OVERVIEW

Q3 2017 EVAC Meeting

Rebecca Olson

Director of Residential Programs

Residential Program: Minneapolis

- Home Energy Squad: **high volume, low to moderate savings**
 - Direct Install Program coupled with Energy Audits
 - LEDs, programmable and smart t-stats, low flow fixtures, weather-stripping, DHW blankets
 - Energy Assessment including bid for insulation work
 - Added free LI visit offering in 2017
 - 1-4 unit and townhome style properties eligible
 - Connection to Energy Advisor Services
 - Coaching for project completion
 - Bid review
 - Connection to Loan and grant services
 - Internal CEE loans
 - referrals to LI funding through CAPS, LIW

Residential Program: Minneapolis

- Insulation/Air Sealing/Heating System CIP CPE Rebates: **moderate volume, high savings**
 - Contractor led model
 - Customer hires approved contractor to complete work
 - Contractor submits rebate forms on behalf of customer
 - Mostly single family/townhomes, rental units eligible if residential gas meter present and has applicable component (i.e. attic space)
 - Quality Assurance program associated with Insulation/Air Sealing rebate—*very important to ensure actual savings vs. estimated*
 - HES driven
 - Energy Advisor Services coaches HES customers through process
 - HES conversion rate to rebate is about 15%-20%--of homes with recommendations (~80%+ have recommendations). Approx. 100/year

Residential Program: Minneapolis

- Low Income Rental Efficiency Program (LIRE): **low volume, moderate to high savings**
 - Administered by Energy Cents Coalition
 - Free Energy Audit including work order directly given to contractor
 - Referral to LI HES—just started this year
 - Property owner pays 50% of project cost, CPE pays other 50%
 - Measures include: attic air sealing/insulation, wall insulation (more rare), heating system replacements, water heater replacements, health and safety measures
 - 1-4 unit rental properties with LI eligible tenant and/or landlord
 - Likely higher energy burden than LI 5+ unit MF customers
 - Goal is 50 buildings per year service territory wide

Residential Program: Minneapolis

- DOE Low Income Weatherization Assistance Program (WAP) **low volume, high savings**
 - Administered by Sustainable Resources Center
 - Completely free to customers (including audit, work orders directly to contractor, completed work, final inspection)
 - Often combines CPE LIW program(s) with WAP as leverage
 - All cost effective measures required to be completed (SIR 1+)
 - Measures include: attic air sealing/insulation, wall insulation, heating system replacements/tune ups, lighting upgrades, comprehensive health and safety measures
 - Occupant and/or landlord must be eligible for LIHEAP—mostly single family owner occupied properties with some rental, many logistical barriers sited for lack of rental/MF property inclusion
 - Very robust 100%+ QA included



Program Metrics

Program	Participants/ year	DTH/ Participant	KWh/ Participant	Total kBTUs/ Participant	Total kBTUs/ Year
HES	723	6.1	850	9,000	6,506,932
Insulation/ Air Sealing	277	23.2	NA	23,250	6,440,000
HES LI	76	6.3	850	9,200	699,424
LIRE	44	19.6	NA	19,600	862,000
*WAP	122	~30.0	~586	~32,000	~3,904,000

*WAP metrics are estimates based on info from SRC and program criteria, also savings are often split between WAP and CIP.

Program Challenges and Success

Challenges:

- Low completion rates for more comprehensive measures
 - LI programs
 - Limited funding/service delivery models
 - Logistical/philosophical barriers to completing rental property work
 - Historical lack of CIP programs aimed at MF properties
 - Incomplete coordination with other implementers to combine full suite of resources
 - Some walk-away issues that cost more to resolve than program budgets allow (i.e. vermiculite, knob and tube, structure or moisture issues)
 - Non-LI programs:
 - Lack of knowledge on which measures are best for an individual home
 - Lack of motivation to complete more expensive measures
 - Confusion over contractor bids/trust in robustness of scope of work
 - Lack of awareness or access to good financing to reduce up front cost
 - Lack of trust in payback/return on investment/other benefits
 - HES participation is high and cost effective, but many customers stop after that visit
 - Multiple decision makers to convince in MF properties
 - Multiple visits by different parties, can be cumbersome, i.e. auditor, contractor bids, etc.

Program Challenges and Success

- **Success:**

- Combined HES direct install with Audit program
 - Eliminates multiple visits for customer
- Inclusion of insulation bid/scope of work for HES customers
 - Helps focus customer on post-visit action
 - Based on Minneapolis pilot success
 - Reduces need for multiple bids
 - Qualified contractor work “sold” by neutral 3rd party instills trust
- Robust utility/CEE focus on HES customer recruitment and customer co-pay buy down
 - Partner cities
 - Increased funding from utilities to do direct outreach
- Addition of LIRE program to address LI 1-4 unit rental
- Addition of MFBE program to focus specifically on 5+ mf properties including LI component
- Low interest financing options available and promoted by CEE and neighborhoods
- Increased focus on house as a system approach
- Asset rating added to HES service including voluntary certification program (Energy Fit Homes)
 - Way to make improvements transparent at time of sale
 - Lays out clear path to robust energy performance
- QA program added to CPE’s Insulation/air sealing rebate
 - helps build confidence in efficacy of work



Current Gaps

- Not enough access to financial resources for LI customers to complete high savings measures
 - No specific emphasis on highest energy burden customer
 - WAP serves about 1% of all LIHEAP eligible customers statewide
 - LIW often struggles to spend full budget
- Access to EE programs by renters
 - High savings measures need to be done by property owner
 - Lack of energy usage transparency upon rental
- Access to low interest financing for low to moderate income (50-80% AMI) customers with bad credit
 - Customers ineligible for LI programs, but still have difficulty securing upfront capital
- Homebuyers' understanding of new home's energy performance
 - Most home improvement projects are completed within first 5 years of homeownership
 - Lack of knowledge misses this timing opportunity
- Low participation in MFBE/LIRE programs
 - Robust MF program designs, new programs with modest market penetration
 - Very low conversion rate to date for MFBE from visit to larger measure implementation
 - 1-4 unit rental is about 30% of rental market in Minneapolis, but dedicated program serves only about .1% of units currently—only for LI.
- Policy/incentive gaps to encourage/require energy efficiency improvements
 - Without some policy requirements or increased incentives, customers remain less motivated to complete projects

Climate Action Plan Goal:

Help **75 percent** of Minneapolis **homeowners** participate in whole-house efficiency retrofit programs by **2025**, ensuring the distribution reflects the current percentage of low and moderate income home ownership in the city.

Help **75 percent** of Minneapolis **renters and rental property owners** participate in efficiency retrofit programs by **2025**, with a distribution that reflects the current percentage of low and moderate income rental housing in the city.

Minneapolis Housing Stats

Type of Housing Unit	Number of Housing Units	% of Total Units
Total Households in Minneapolis	180,989	100%
1-4 Unit Households (Single Family)	102,379	56%
<i>75% of 1-4 Unit Households</i>	<i>76,784</i>	<i>42%</i>
5+ Unit Households (Multifamily)	78,241	43%
<i>75% of 5+ Unit Households</i>	<i>58,680</i>	<i>32%</i>

Are we meeting our goals?

To know, we need to determine a few things:

- When is our starting point? CAP passed in 2013.
- What counts towards our goals?
 - Which single family programs count as “whole-house efficiency retrofit programs?”
 - Which multifamily programs count as “efficiency retrofit programs?”
- How will we measure whether the distribution reflects “the current percentage of low and moderate income?”