Insight on Workforce Development

May 1, 2014 - Detroit

Dana Fischer Residential Program Manager Efficiency Maine Trust



About Us



- The Efficiency Maine Trust is
 - Maine's energy efficiency utility the independent administrator for all energy efficiency programs in Maine
- Mission:
 - To lower the cost and environmental impacts of energy in Maine by promoting energy efficiency and alternative energy systems.



Efficiency Maine Programs



Business	Residential	Renewables	Cross Cutting
 <u>Incentive Program</u> Menu or Custom for Elec and Nat Gas 	<u>Retail Products</u> • Lighting • Appliances • for Electric only	R, D & D Grants • Competitive Bid • Periodic RFPs • As funds allow	<u>Outreach and</u> <u>Information</u>
<u>Multi-Family Apts</u> • Benchmarking • Building Envelope and Heating Systems • for All Fuels	 Low Income Retail Products Weatherization and Heating for All Fuels 		Innovation • Pilot Projects
Large Customer • Competitive Bid • Rolling application • for All Fuels	Home Energy Savings Program • Menu • Custom • Loans • for All Fuels		<u>Analysis and</u> <u>Evaluation</u>

What does Efficiency Maine do?



In connection with a residential customer's purchase of energy efficient products and services, we provide:

- Contractor Network and Locator Tool
- Trusted Information (web, videos, energy calculators)
- Rebates (From \$250 to \$5,000)
- Financing (5 loan products: \$1,000 to \$25,000)

www.efficiencymaine.com

1-866-ES-MAINE





- Building Envelope
 - Air Sealing
 - Insulation
- Supplemental Heating
 - Heat Pumps
 - Pellet and Wood Stoves
- Central Heating
 - Heat Pumps
 - Highest-efficiency boilers/furnaces
 - Pellet boilers and geothermal systems (\$5,000 incentive)
- Natural Gas utility customers
 - may be eligible for additional incentives
 - Up to additional \$1,500 for Unitil Customers.









Path 2 Menu Choose your own plan up to \$1,500

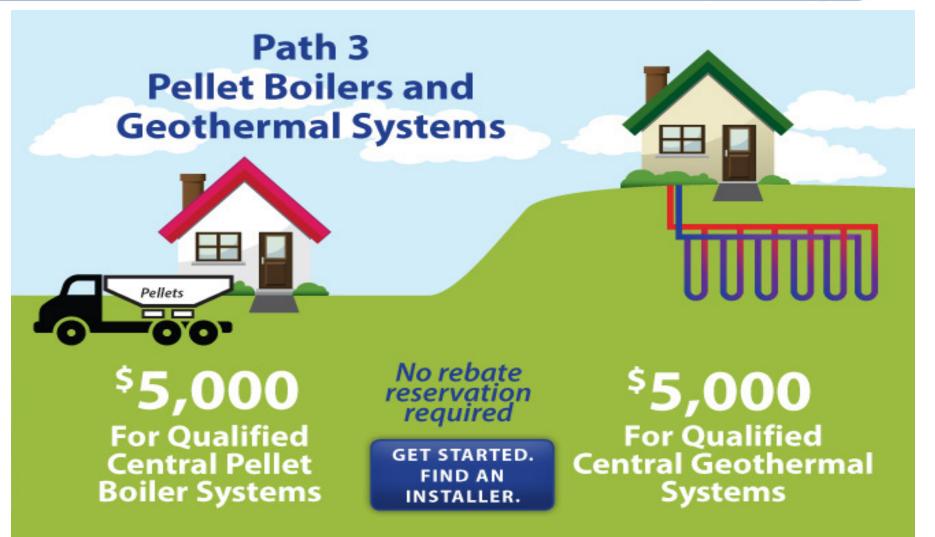
\$400 For Air Sealing with Assessment \$500-\$1,000 For Insulation

250500
For
Qualified
Heating
Systems

\$500 For High Efficiency Central Heating Systems

ADDITIONAL INFO \$100 Next Step Bonus for one additional menu measure in conjunction with Air Sealing with Assessment





Ductless Mini-Split Heat Pumps

- Excellent supplemental space heating option
- For typical Maine home, can save 50% of heating energy and cost
- Works in both home and business buildings.
- Highest HSPF units are cheaper to operate and produce more heat at colder temperatures than larger units with lower HSPF ratings.
- Incentives
 - \$500 incentive per unit in 1 to 4 unit buildings.
 - HSPF \geq 10.0 (Units available up to 13.5)







Financing Options for Homeowners

http://www.efficiencymaine.com/docs/Energy-Loan-Comparison-Chart.pdf

- PACE and PowerSaver Loans
 - Fixed 4.99 % APR loans for energy efficiency upgrades
 - > \$6,500 and up to \$25,000
 - Requires credit score of 660
 - Up to 15 year terms
- Efficiency Maine Energy Loans
 - *E.g.*, EM Energy Loan Type 2
 - Fixed 5.99 % APR
 - 620 min. credit score
 - 55% Debt-to-Income
 - Up to \$7,500
 - 10 years





Vendor Locator Tool



- Energy Advisor
- Air Sealing & Assessment
- Insulation
- Heat Pumps
- Gas
- Oil
- Pellet Boilers
- Pellet/Wood Stoves
- Geothermal
- Heat Pump Water Heaters
- Solar



http://www.efficiencymaine.com/athome/vendor-locator/



Market-based Workforce Development

Basics:

- Contractors are key to program success
 - Project sales
 - Customer connection and satisfaction
 - Data for program monitoring
- Contractors are a independent individuals and businesses
 - Must behave in self-interest to exist
 - Have varying skill sets (trades, sales, organizational, leadership)
 - Change is constant (internal and external)
 - Stable, fair, profitable marketplace needed to grow



Contractor Value Proposition From a Program

- What do you offer that provides value to contractors?
 - Incentives (sales tool)
 - Financing for client projects (sales tool)
 - Leads zip code based search tool for energy services
 - Monthly webinar and program updates
 - Professional Training (i.e.- Dale Carnegie Customer Service)
 - Standards of performance (setting the bar)
 - Installation standards and QC (helping to ensure good outcomes)
 - Process simplicity (one page form + invoice = rebate)
 - Fastest most efficient processing possible
 - Marketing and customer outreach
 - Perspective on the marketplace



Thank you!

Contact Info 1-866-376-2463

www.efficiencymaine.com

