Efficiency Vermont

ANNUAL REPORT | 2011

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2011 Annual Report

TABLE OF CONTENTS

1.1 Introduction

1.1.1 Overview

Efficiency Vermont helps Vermonters save money and energy in their homes and businesses by providing comprehensive energy efficiency services. These services, offered for both electric and thermal efficiency, consist primarily of technical assistance and financial incentives to support ratepayer and State investments in energy efficiency.

Efficiency Vermont operates under a performance-based model and is regulated by the Vermont Public Service Board. The year 2011 marked the conclusion of Efficiency Vermont's 2009–2011 performance period. **Table 1** presents Efficiency Vermont's key results for that period.

Table 1. Key results for Efficiency Vermont, 2009– 2011

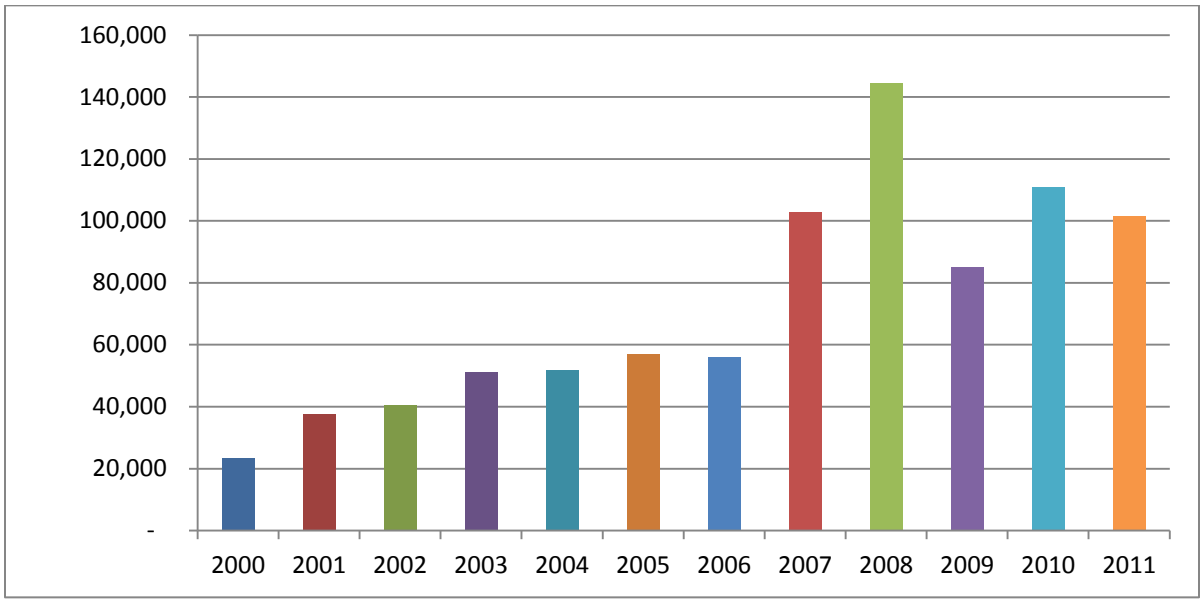
	2009	2010	2011	2009- 2011 Total
Energy savings in megawatt-hours (MWh)	84,900	110,800	101,500	297,200
Total Resource Benefits (millions of dollars)[1]	$101.4	$112.0	$95.7	$309.1
Tons of CO_2 emissions avoided through efficiency	540,000	805,000	695,000	2,040,000

These three-year results demonstrate solid performance, particularly in the context of Vermont's slow economic recovery throughout the ongoing national recession. As **Table 1** indicates, benefits can be seen in energy savings, economic value, and environmental gains. After a challenging start to the performance period in 2009, both 2010 and 2011 reflect valuable progress in these three indicators of efficiency program success.

[1] The measure of Total Resource Benefits is the present value of lifetime economic benefits resulting from resource-saving measures, including avoided costs of electricity, fossil fuels, and water. Shown in 2009 dollars.

Figure 1 shows the overall growth in annualized MWh savings across the span of Efficiency Vermont's history.

Figure 1. Annualized MWh savings, by year, since 2000



1.1.2 Efficiency Vermont Quantifiable Performance Indicators

2011 marked the final year of Efficiency Vermont's three-year, performance-based contract, which specified goals tied to a formula for receiving compensation. This performance-based model placed significant focus on meeting aggressive goals, in order to encourage high levels of performance and innovation. **Table 2** presents results for the 2009–2011 performance period.[2]

Table 2. Efficiency Vermont Quantifiable Performance Indicators

	2009-2011 Annual Plan 3-Year Projection	2009-2011 Cumulative Results	Progress Toward 3-Year Goal
Performance Objectives			
Annual MWh savings	359,700	292,406	81%
Total Resource Benefits (TRB)	$313,467,000	$279,359,840	82%
Summer peak kW savings	51,200	42,692	83%
Winter peak kW savings	54,000	53,454	99%
Summer peak kW savings in Geographic Targeting areas	8,100	11,957	148%
Winter peak kW savings in Geographic Targeting areas	2,400	2,807	117%
Business End Uses (MWh)	3,500	6,329	181%
Minimum Performance Requirements			
Ratio of gross electric benefits to spending	1.2 : 1	2.4 : 1	200%
2009–2011 spending for residential customers	$19,700,000	$29,648,138	150%
2009–2011 spending for low-income customers	$6,307,000	$6,919,057	110%
Number of small business customers served	700	3,144	449%
Total Resource Benefits per county	Specific minimums for each county	Exceeded minimums in all 14 counties	100%

[2] Results do not include heating and process fuels energy efficiency results or customer credit savings.

1.1.3 Benefits for Vermont

1.1.3.1 Economic Benefits

Efficiency Vermont continued to provide a good economic value for Vermont ratepayers. One measure of this value can be seen in the benefit-to-cost ratio. Even in a state that has a long history of delivered efficiency services, the ratio remained strong in 2011 for Vermont ratepayers: 2.1 to 1. **Table 3** shows the factors that contribute to this ratio.

Table 3. Net lifetime economic value of energy efficiency investments in 2011

Benefits	$95,700,000	Total Resource Benefits
	$25,500,000	Operations and maintenance savings
	$121,200,000	Total benefits
Minus costs	$40,200,000	Efficiency Vermont costs
	$17,900,000	Costs paid by participants and third-party investments
	$58,100,000	Total costs
Equals net benefits	$63,100,000	Net lifetime economic value to Vermont

Total Resource Benefits for each major market served by Efficiency Vermont were as follows:

- Business New Construction: $6.0 million
- Business Existing Facilities: $42.5 million
- Residential New Construction: $8.1 million
- Efficient Products: $29.6 million
- Existing Homes: $9.5 million

Efficiency continued to be an excellent value compared to other sources of energy: Efficiency Vermont delivered energy efficiency at 4.8 cents per kilowatt hour (kWh). Taking into account participating customers' additional costs and savings, the levelized net resource cost of saved electric energy was 1.6 cents per kWh. By contrast, the cost of comparable electric supply was 11.2 cents per kWh.

The scope of economic benefits that investments in energy efficiency bring to Vermonters is broad. In addition to benefiting Vermont ratepayers, energy efficiency investments benefit businesses that deliver services on behalf of Efficiency Vermont, contributing to the state's economic development. One of the major indicators of economic benefits to the private sector is project numbers for building contractor services. Efficiency Vermont's Home Performance with ENERGY STAR® contractor partners completed 800 projects in 2011 (up

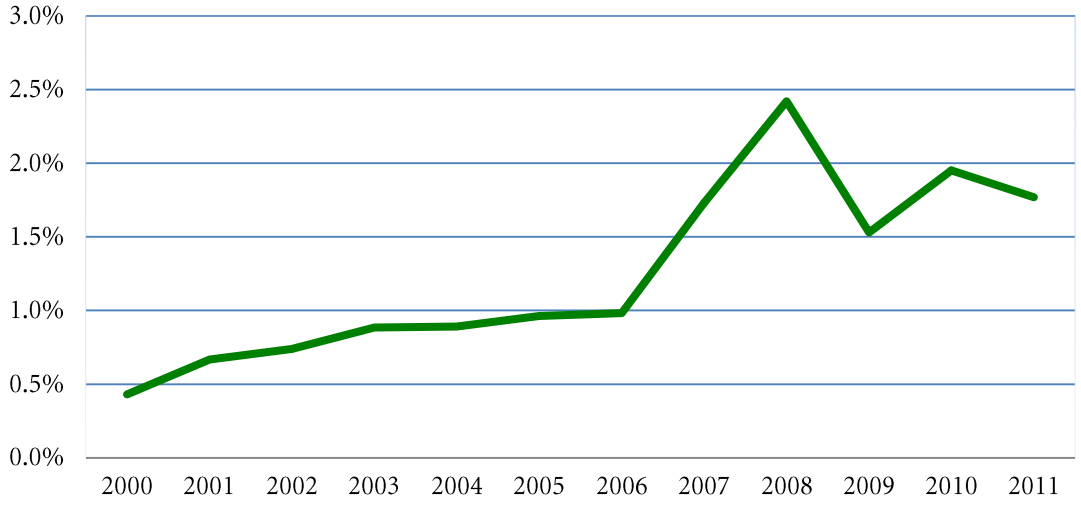
from nearly 600 in 2010), accounting for $6 million in business for these contractors.[3]

Efficiency Vermont's activities throughout the efficient product supply chain continued to be of great importance in delivering value to ratepayers through a growing network of retailers and distributors. In 2011, Efficiency Vermont's services helped more than 250 retailers promote and sell energy-efficient products. Retail sales of energy-efficient appliances, lighting, and consumer electronics promoted by Efficiency Vermont totaled approximately $15.8 million.

1.1.3.2 Benefits from Energy Savings

Energy savings resulting from efficiency measures installed in 2011 provided 1.77%[4] of Vermont's overall electric energy requirements for the year. **Figure 2** shows Vermont's history of energy savings from efficiency measures.

Figure 2. Savings from efficiency as a percentage of statewide electric resource requirements since 2000

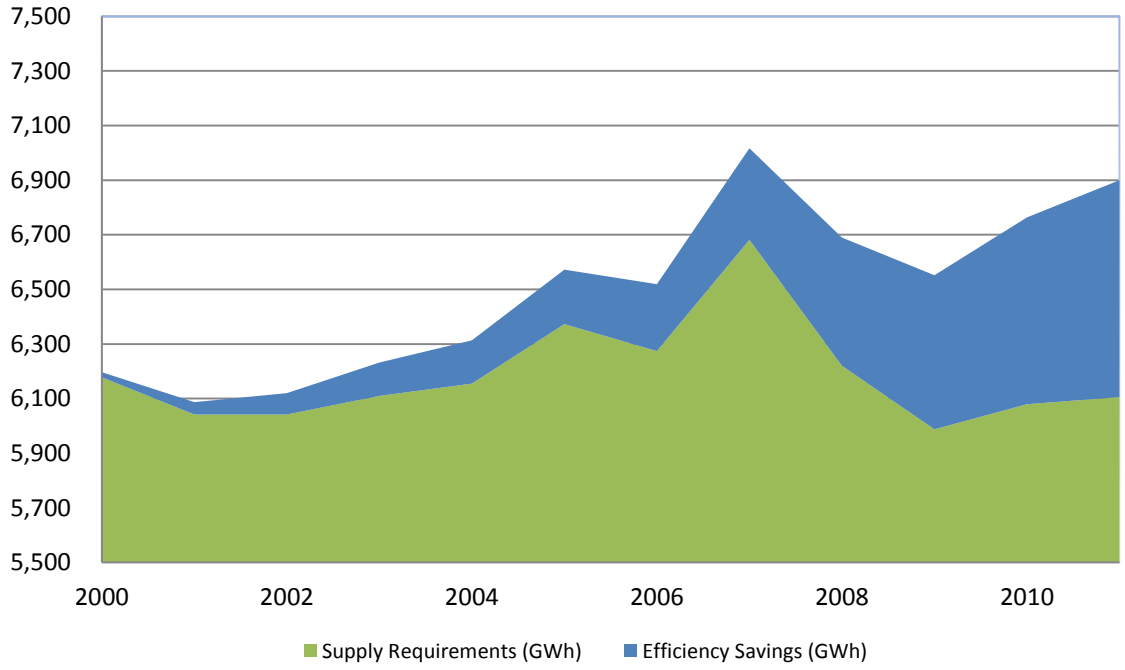


[3] The economic impact of the Home Performance with ENERGY STAR program includes a significant amount of work completed with support from Green Mountain Power's Energy Efficiency Fund.

[4] To reflect the relationship between energy efficiency programs and the state's overall electricity requirements, this figure includes savings from efficiency measures installed by the Burlington Electric Department and via the Green Mountain Power Energy Efficiency Fund.

Cumulatively, efficiency measures installed since 2000 provided 11.5% of the state's electric energy requirements in 2011. **Figure 3** shows the cumulative impact of energy efficiency on the state's electric resource requirements.

Figure 3. Cumulative impact of efficiency on growth in statewide annual electric supply requirements, by year, in gigawatt-hours (GWh)



Reducing peak demand continued to be an important goal for Efficiency Vermont and one with the potential for significant impact in the region. A summary of reductions for each of the years of the 2009–2011 performance period is shown in **Table 4.**

Table 4. Comparison of Efficiency Vermont megawatt (MW) peak demand reductions, 2009–2011

Type of demand reduction (MW)	2009	2010	2011
Summer peak	12.9	16.3	13.5
Winter peak	14.9	20.2	18.5
Summer Geographic Targeting peak	5	5.6	3.5
Winter Geographic Targeting peak	5.1	6.7	4.7

In addition to electricity savings, Efficiency Vermont provided heating and process fuel efficiency services, allowing for a comprehensive approach to energy savings. Efficiency Vermont savings from heating and process fuel efficiency totaled 50,700 MMBtu (million British thermal units) in 2011. The central elements of Efficiency Vermont's heating fuel efficiency efforts continued to be two retrofit services: Home Performance with ENERGY STAR for single-family residences, and Building Performance for small businesses. Both services helped Vermonters lower their heating fuel use through air-sealing, insulation, and heating system upgrades, and promoted both heating fuel improvements and electric efficiency improvements. Efficiency Vermont continued in its role as administrator of these efforts, providing support for contractor certification training, promotions, consumer education, and building owner financial incentives.

Efficiency Vermont expanded the range of custom measures available to customers for heating and process fuel projects in 2011. Most notably, the utility launched a biomass incentive for central heating systems. Efficiency Vermont partnered with Renewable Energy Vermont and the Biomass Energy Resource Center to hold two biomass stakeholder roundtable meetings to provide information about the biomass incentive. Initial results for this offering were promising, and incentives were provided for one commercial and 21 residential biomass heating systems.

Heating and process fuel services in 2011 were funded through a combination of revenues from the State's participation in the Regional Greenhouse Gas Initiative and from the Vermont Energy Investment Corporation's participation on behalf of Vermont ratepayers in the regional grid's Forward Capacity Market. The revenue from the State's participation in the Regional Greenhouse Gas Initiative was $1,240,202. The Forward Capacity Market revenue for 2011 was $3,164,534. Although these resources were not sufficient to meet Vermont's statutory goals for energy efficiency in buildings (one of which is improving the energy fitness of 80,000 homes by 2020), Efficiency Vermont developed solutions to maximize the impact of the limited funds available. One approach was to provide information to the Vermont Legislature relating to the use of a portion of these funds for a loan loss reserve for the State's Property Assessed Clean Energy (PACE) energy efficiency financing initiative. A loan loss reserve helps support multiple projects across the long term, whereas an incentives-only structure expends the funds in the immediate term.

1.1.3.3 Environmental Benefits

In addition to higher levels of energy savings and economic benefits, Efficiency Vermont's performance in 2011 provided environmental benefits. These benefits resulted from avoided emissions associated with certain types of electricity generation, as shown in **Table 5**.

Table 5. Results from avoided emissions associated with certain types of electricity generation, 2009–2011

Pollutant	Reduction[5]		
	2009	2010	2011
Carbon dioxide (tons)	540,000	805,000	695,000
Nitrogen oxides (tons)	78	98	87
Sulfur oxides (tons)	101	127	113

1.1.4 Services for Vermont

1.1.4.1 Services for Businesses, Municipalities, and Institutions

In 2011, Efficiency Vermont strengthened its services to businesses, municipalities, and institutions of all sizes. An in-depth discussion of services to individual targeted markets—including such key drivers of the Vermont economy as farming, small business, and the ski industry—can be found in **Section 1.2.7.1, Business, Municipal, and Institutional Initiatives.**

In strategic service to the state's largest energy users, Efficiency Vermont unveiled the Energy Leadership Challenge to commercial customers, which were invited to commit to saving 7.5% of their energy use over a two-year period beginning in July 2011. At the end of 2011, more than 20% of the top 300 energy users in Vermont had committed to the challenge.

Efficiency Vermont also hosted the first Customer Advisory Group meeting, bringing together leaders of a dozen large commercial and industrial customers to provide formal feedback on Efficiency Vermont services. Further, Efficiency Vermont co-hosted three events at customer sites for information sharing and networking opportunities among customers with similar interests.

Savings through efficiency continued to provide an important financial benefit for Vermont businesses, particularly as the economy continued its recovery. The average return on investment for efficiency improvements made by business customers in 2011 was 65%. Savings in the Business New Construction and Business Existing Facilities markets totaled 5,400 MWh and 43,900 MWh, respectively, delivering Total Resource Benefits of $48.5 million.

[5] The 2009 and 2010 marginal emissions rates for nitrogen oxides and sulfur oxides were adjusted to align with the 2011 rates and methodology.

1.1.4.2 Services for Buyers and Sellers of Efficient Products

Efficiency Vermont continued to successfully motivate Vermonters to make efficient choices when buying retail lighting, appliances, cooling equipment, electronics, and other consumer products. Efficient Products activities benefited multiple markets, including market-rate households and low-income residences, as well as businesses, municipal buildings, and institutions where lighting and equipment were purchased at the retail level. These activities also benefited retail partners statewide. Electricity savings from retail efficient product sales in Vermont amounted to 48,000 MWh in 2011.

Efficiency Vermont provided rebates, in-store promotional materials, traditional and social media marketing, and consumer education. Upstream activities with suppliers and distributors are described in **Section 1.2.3, High-performance Partners.**

Compact fluorescent lightbulbs (CFLs), including specialty CFLs such as three-way and dimmable bulbs, remained a significant focus. Sales of these products resulted in 42,000 MWh in savings. Efficiency Vermont expanded its services to support increased sales of light-emitting diode (LED) products. A description of 2011 specialty CFL and LED activity for retail sale can be found in **Section 1.2.5, Promoting New Lighting Technologies.**

The American Recovery and Reinvestment Act of 2009 (Recovery Act) enabled Efficiency Vermont to provide rebates through the State Energy-Efficient Appliance Rebate Program in 2011, the second year in which Recovery Act funds were available. Appliance sales in 2010 had been high, and Efficiency Vermont further invigorated sales in 2011 for retail efficient products. A key element of this effort was a point-of-purchase discount, in partnership with retailers.

The Efficiency Vermont Business and Consumer Electronics program, launched in 2010, grew in 2011 to include 31 retail partners. Vermont purchases of efficient electronics in 2011 were 70% higher than such purchases in 2010.

1.1.4.3 Services for Residential Customers

Efficiency Vermont savings for residential customers were 4,200 MWh in 2011. Savings for heating and process fuels efficiency were 28,000 MMBtu, 50% higher than results in 2010. Full discussion of residential activities can be found in **Section 1.2.7.3, Residential Initiatives.**

Efficiency Vermont launched a significant new-construction initiative to accommodate improvements to the Vermont Residential Energy Standards and the ENERGY STAR Homes standard. Under the initiative, support for newly built homes fell into two tiers: the Energy Code Plus tier, which supported builders in meeting and exceeding the requirements of the new residential building energy standards, and the Vermont ENERGY STAR Homes tier, which supported builders in meeting the more stringent requirements of the ENERGY STAR Homes standard.

Efficiency Vermont's Home Performance with ENERGY STAR service, addressing comprehensive efficiency improvements in existing homes, grew in 2011. The number of completed projects increased to approximately 800, of which approximately 575 were supported by Efficiency Vermont's heating and process fuel funds and approximately 225 were supported by the Green Mountain Power Energy Efficiency Fund. This high level of

participation enabled Efficiency Vermont to exceed its 2009–2011 performance indicator for heating and process fuels reduction by more than 25%.

Efficiency Vermont expanded its services to low-income Vermonters with the launch of the Major Appliance Replacement Service (MARS), providing no-cost replacement of inefficient appliances with ENERGY STAR qualified models. The success of MARS and other low-income services enabled Efficiency Vermont to exceed by 10% its performance standard for investments directed toward benefiting this segment of the population.

1.1.4.4 Services for Vermonters Affected by Tropical Storm Irene

In immediate response to Tropical Storm Irene, which struck the state in late August 2011, Efficiency Vermont expanded its efforts beyond its usual scope of activities by quickly developing special services to aid businesses and households that had lost the use of their buildings in the storm. These services were designed to help Vermonters answer Governor Shumlin's call to "rebuild better," with energy efficiency, health, and safety in mind.

Efficiency Vermont developed and engaged in a coordinated effort that utilized resources of customer support, marketing, and existing sector programs to serve all markets, customer income levels, and geographic regions affected by the storm. Below is an overview of Efficiency Vermont's response:

- Immediately following the storm, Efficiency Vermont kept phones open after hours, and staff remained on duty to direct callers to emergency services and to qualify them for Efficiency Vermont program assistance. In the weekend following the storm, staff fielded 675 calls.
- Efficiency Vermont provided free rebuilding consultations by phone, and through in-person site visits to affected communities.
- Efficiency Vermont instituted the Flood Assessment with Air-Sealing service to overcome gaps in Federal Emergency Management Agency (FEMA) funding (which provided for insulation but not for air-sealing). The service brought free moisture assessment and air-sealing services to approximately 180 homes and 19 small businesses. Prompt implementation was possible thanks to the existence of a Vermont-based contractor pool possessing Building Performance Institute certification through Efficiency Vermont's Home Performance with ENERGY STAR and Building Performance programs.
- In partnership with the Vermont Fuel Dealers Association, Efficiency Vermont offered rebates of up to $1,000 for energy-efficient heating systems, water heaters, and advanced energy efficiency controls. In addition, 200 energy-efficient heating / hot water systems were installed or reserved for installation.

- Efficiency Vermont reached out to Vermonters affected by the storm to let them know how to access its services. This outreach included:
    - door-to-door efforts, led by staff assigned to specific towns;
    - poster displays in affected communities;
    - public service announcements on radio stations;
    - social media engagement through flood-specific Facebook pages created by affected communities;
    - online banner ads;
    - information on www.efficiencyvermont.com.
- Efficiency Vermont partnered with local lighting distributors and a lighting manufacturer to provide low-cost lighting replacements for approximately 60 businesses.
- In collaboration with Central Vermont Community Action Council, Efficiency Vermont modified existing "Button Up" workshops for homeowners to address flood-specific issues, and presented several "Button Up After the Flood" workshops in affected communities.
- Efficiency Vermont worked with Vermont Department of Buildings and General Services engineers to select energy-efficient motors for heating and water systems for the State government buildings in Waterbury.

1.2 Major Strategies Review

1.2.1 Overview

The *Efficiency Vermont Annual Plan 2011* identified five major strategies to support achievement of a significant share of Efficiency Vermont's savings goals:

1. **Account Management:** Customizing solutions for the specific business needs of large and medium-sized businesses and institutions
2. **High-performance Partners:** Influencing the availability of energy efficiency services and equipment by deepening relationships with wholesale suppliers, vendors, and other professionals operating upstream from end-use customers
3. **Community Energy Initiatives:** Expanding relationships with community and local business leaders, civic and religious organizations, and schools, to turn public awareness of energy efficiency into action
4. **Promoting New Lighting Technologies:** Working to expand retail sales of specialty CFLs, as well as LED products, as these products and technologies continue to evolve
5. **Direct installation of efficiency measures in Geographic Targeting areas:** Providing cost-effective energy efficiency measures at significantly reduced cost to qualified customers in defined areas

1.2.2 Account Management

Account Management is a strategy designed to maximize savings by maintaining long-term working relationships with Vermont's largest electricity users, including businesses, municipalities, and institutions. This approach provides each account-managed customer with a designated Efficiency Vermont staff person who is specially trained to work effectively with large energy users. Account managers have a deep knowledge of their assigned customers' business needs and strategies. They are also proactive in identifying savings opportunities, and in delivering customized technical and financial solutions.

As mentioned in **Section 1.1.4.1, Services for Businesses, Municipalities, and Institutions,** Efficiency Vermont launched the Energy Leadership Challenge (ELC) in July 2011 to provide a framework for account-managed customers to pursue aggressive savings targets and to be recognized as energy-saving leaders in Vermont. The ELC challenged each participating customer to reduce energy use by 7.5% between July 1, 2011, and June 30, 2013. Efficiency Vermont's 2011 goal for the ELC was to acquire a commitment from 30 of Vermont's top 300 energy users. By the end of 2011, more than 60 customers had joined the ELC.

To deepen customers' commitment to ongoing energy management, Efficiency Vermont worked with all of its managed accounts to begin comprehensive, long-term energy-saving portfolio plans. It also collaborated with businesses to promote employee energy efficiency awareness, and encouraged customers to embrace a corporate philosophy of continuous energy improvement.

1.2.3 High-performance Partners

Efficiency Vermont's work with key upstream partners continued to be crucial to serving both residential and small business customers. These partners—wholesale suppliers, distributors, retailers, design professionals, builders, and contractors—influence the ability of Vermonters to take energy-saving actions. Through its maintenance of these partnerships, Efficiency Vermont continued to have a positive impact on the availability and cost of energy efficiency services and equipment for home and business owners making investment decisions that affect energy use.

Efficiency Vermont worked to increase partners' adoption of efficient approaches and to reduce the cost of efficiency investments for end users. Price-reduction approaches included product buy-downs, cooperative marketing, incentives to suppliers stocking efficient products, vendor and installer sales incentives, design incentives, participation in trade shows, sponsorship of the Better Buildings by Design conference, and customized informational training for upstream partners. As a result, partnering businesses benefited and Efficiency Vermont reached more customers. This strategy supported market transformation by encouraging energy efficiency as a standard practice among providers of goods and services across multiple markets and by making efficient choices more available for Vermonters.

1.2.4 Community Energy Initiatives

Efficiency Vermont continued its efforts to increase visibility for and participation in energy-saving actions by strategically partnering with local organizations, institutions, and businesses. Such entities are well positioned to communicate as trusted resources to affiliated community members, thereby raising awareness, deepening knowledge, and motivating action. Efficiency Vermont continued to implement a broad range of community-based programs designed to achieve savings among residential, small business, and municipal customers. For example, Efficiency Vermont continued to work with the Vermont Energy and Climate Action Network, a group of more than 150 town energy committees and coordinators.

One initiative continuing through 2011 was the Vermont Business Energy Ambassadors program, a pilot launched in 2010 to help small businesses save energy. Efficiency Vermont partnered with seven local/regional Chambers of Commerce throughout the state to organize volunteers to conduct on-site "business energy visits." Each volunteer was trained to identify basic opportunities for energy saving, with a focus on lighting. Volunteers reviewed financial incentives and provided information to businesses and property owners on steps they could take to pursue energy savings and on how to access Efficiency Vermont's incentives.

1.2.5 Promoting New Lighting Technologies

Efficiency Vermont's long-standing commitment to promoting retail purchases of energy-efficient lighting technologies has resulted in deep market penetration of standard spiral CFLs. In 2011, Efficiency Vermont continued to expand its promotion of specialty CFLs: three-way, globes, and dimmable bulbs. Efficiency Vermont also greatly expanded promotions for the retail sale of light-emitting diodes (LEDs).

Efficiency Vermont's 99-cent promotion of many specialty CFL products resulted in a significant increase in overall CFL sales. In the course of the year, customers purchased

404,000 specialty units, resulting in 32,000 MWh in savings. Specialty CFLs accounted for 54% of sales of all Efficient Product lights.

This past year marked the launch of Efficiency Vermont's first retail incentives—at two major home-improvement chain stores—for screw-based ENERGY STAR qualified LED lighting products. Although LED prices continued to fall and sales were more than double those of 2010, sales remained slow, at 3,766 units.

1.2.6 Direct Installation of Measures in Geographic Targeting Areas

Efficiency Vermont continued to provide targeted services to areas of the state where significant transmission or distribution constraints exist. For businesses in these regions, the utility sought deeper savings primarily through its Account Management services for large customers, through Efficient Product promotions—with particular emphasis on specialty CFLs—and through Efficiency Vermont's Lighting Plus program. Lighting Plus provided targeted facilities in 2011 with: 1) lighting analyses; 2) upgrade recommendations; 3) savings estimates through a partnership with the Vermont firm RISE Engineering; 4) installations by local licensed tradespeople; and 5) enhanced financial incentives.

In 2011, savings in Geographic Targeting areas were strong, with summer peak demand reductions of 2.9 MW, and winter peak demand reductions of 0.8 MW.

1.2.7 Selected Market Initiatives

Efficiency Vermont continued to develop and deliver targeted initiatives designed to meet the distinct needs of specific market sectors, thereby enabling these sectors to achieve optimal energy savings and associated benefits. This section provides some highlights of Efficiency Vermont's market initiative work in 2011. (Note: Not every market initiative is described here.)

1.2.7.1 Business, Municipal, and Institutional Initiatives

Business New Construction

Two goals guided Business New Construction market activity in 2011: 1) to continue optimal delivery of existing strategies; and 2) to target medium-sized design / build firms and other design professionals that have historically underutilized Efficiency Vermont services.

Efficiency Vermont continued to promote, assist, and collaborate with design and construction professionals, other consultants, end users, and educators. A key to Efficiency Vermont's engagement in this market was active involvement in such industry organizations as the American Institute of Architects, Vermont; the Building Safety Association of Vermont; the American Society of Heating, Refrigerating and Air-Conditioning Engineers, Champlain Valley Chapter; the Consortium for Energy Efficiency; and the New Buildings Institute. To enhance professional relationships across the design and construction sectors, Efficiency Vermont continued to recognize and promote achievements in efficient new

commercial construction through the annual Best of the Best awards.[6] Business New Construction activity also involved planning and research to advance best practices and progressive technologies.

To help design teams evaluate efficiency alternatives earlier in certain new construction projects, Efficiency Vermont developed and introduced the *Custom Incentives Guide*, which provides up-front information about available financial incentives. Efficiency Vermont revised its Core Performance requirements to include post-construction metering of energy use.

The number of completed custom projects dropped 54% in 2011 from 2010, largely due to the low number of project starts in 2009 and 2010. However, per-project savings in 2011 were 20% higher than in 2010.

Small Business

Efficiency Vermont's 2011 goals for Vermont's small businesses (those that use less than 100,000 kWh per year) were to increase energy savings and participant numbers. Toward these ends, Efficiency Vermont engaged in targeted communications and services for end users as well as their contractors, suppliers, and distributors, to increase: 1) awareness of the energy and non-energy benefits of efficiency; 2) knowledge of optimal technologies and approaches; 3) effective energy-saving actions; and 4) the availability of prescriptive rebates.

In 2011, Efficiency Vermont launched the Building Performance program, which provided small businesses with incentives for energy audits and comprehensive building envelope upgrades. The program incorporated improvements based on lessons learned from Efficiency Vermont's 2010 pilot. Launch efforts included contractor training sessions and outreach to small commercial property owners, resulting in the completion of projects in 50 businesses. The program added 15 Vermont contractors to its network of contractors, bringing the number of certified contractors to 42.

Efficiency Vermont also engaged in an effort to design comprehensive small business call center services for implementation in 2012. This effort included staff training and new energy savings estimating tools to help small businesses identify savings opportunities and to complete projects.

Outreach was increased to small businesses through direct mail and with a complete redesign of rebate forms and accompanying educational technology guides serving multiple markets, including the small business market. Efficiency Vermont also increased outreach to Vermont chambers of commerce in order to leverage existing channels of communication with small businesses throughout the state.

Dairy Farms and Agriculture

To continue its work in lowering energy use and costs for Vermont's dairy, horse, and livestock farms, fruit orchards, greenhouses, and maple sugaring operations, Efficiency

[6] Efficiency Vermont's Best of the Best awards recognize excellence in high-performance new construction and major retrofits for commercial and residential buildings. They are awarded during Efficiency Vermont's annual Better Buildings by Design conference.

Vermont maintained implementation of existing services, and added a financial incentive for the purchase of engine block heater timers. The new incentive was implemented through a partnership with EnSave, a Vermont agricultural energy efficiency service operator. Efficiency Vermont also increased the promotion of agricultural fan incentives.

Efficiency Vermont provided farmers and agricultural vendors with information about opportunities to save energy and about available technical services and rebates, participated in several annual farm shows, and promoted targeted services in targeted markets. Through a partnership with Opportunities Credit Union, Efficiency Vermont continued its support for low- and zero-interest loans to farmers making energy-saving investments.

Both thermal and electric savings in this market were nearly four times those achieved in 2010. These results can be attributed largely to two factors: 1) steady milk prices, which enabled farmers to invest more in energy efficiency; and 2) well-received Efficiency Vermont incentive programs for lighting, fans, and engine block heater timers.

Retail Chains and Stores

Efficiency Vermont had two primary goals for this market in 2011. The first was to increase retail chain participation and savings by leveraging key relationships. The second goal was deeper penetration into medium-sized and independently owned retail stores.

In service to the first goal, Efficiency Vermont provided Vermont retail chains and stores—and their service providers and equipment suppliers—with information about savings approaches and technologies and Efficiency Vermont services. Efficiency Vermont deepened its relationship with the Vermont Retail Association (VRA), a trusted voice for medium-sized and independent Vermont retailers. In 2011, Efficiency Vermont signed its first VRA sponsorship agreement, enabling increased visibility and customer awareness of energy efficiency and its importance to retail businesses. Efficiency Vermont also partnered with the VRA in workshops for more than 60 medium-sized / independent retailers in four counties, delivering information about the benefits of energy efficiency, opportunities for savings, and services available from Efficiency Vermont.

To increase the impact with national-account retail chains, Efficiency Vermont strategically engaged with third-party energy management organizations, which work directly with chains' out-of-state corporate energy managers. In an effort to leverage utility partnerships in greater New England, where a larger number of chain stores exist than in Vermont, Efficiency Vermont hosted a meeting for regional utilities to discuss a coordinated approach to retail chain accounts. Fifteen people attended from regional utilities, including NSTAR, National Grid, New York State Energy Research and Development Authority, Northeast Utilities, Public Service of New Hampshire, and Efficiency Maine.

Grocery Stores

Efficiency Vermont's goals for Vermont's large chains, medium-sized independent groceries, and country stores in 2011 were to: 1) motivate the state's large supermarket chains to complete comprehensive projects; 2) continue to inform medium / independent grocers about the value of energy efficiency; and 3) build upon existing awareness of the 2010 Green Grocer brochure.

Efficiency Vermont maintained strong relationships with Vermont's three large supermarket chains through Account Management and established a key partnership with Aztec Energy Partners—a company that provides energy management services to the retail food industry—to help deliver more comprehensive projects with multiple stores in a large grocery chain.

To support and motivate medium / independent grocery operators, Efficiency Vermont provided information about the value of efficiency, guidance about optimal technologies, and training to contractors serving this market, as well as maintaining a valuable partnership with the Vermont Grocers Association (VGA). Efficiency Vermont successfully increased engagement with operators of medium-sized grocery stores and country stores, including some in historic buildings.

Efficiency Vermont launched the Green Grocer program for energy savings, delivered in partnership with the VGA. This program trained contractors to provide grocers with the services they need to complete energy-efficient lighting and refrigeration upgrades. Twenty-five contractors expressed interest in the new program, and 20 contractors were trained on sales and messaging.

Convenience Stores

Four goals drove Efficiency Vermont's activities in service to convenience stores: 1) continue engagement with targeted chains; 2) maintain partnerships with the market's contractors and lighting distributors; 3) continue to educate store owners about Efficiency Vermont's technical and financial assistance and value; and 4) provide strong customer service with the flexibility to serve store operators, who typically are eager to reduce overhead and improve operations but have little time to consider facility upgrades.

Of particular note in 2011 was a new refrigeration system design approach that presented potential for savings in this market. The design uses an outdoor condensing unit to serve all of a store's merchandising cases. This approach eliminates the noise from multiple merchandise cases, and reduces a store's cooling load by ducting warm air from the cases to the outdoors.

Ski Areas

Beginning in 2011, Efficiency Vermont expanded its focus for ski areas to include targeted attention to non-snowmaking projects, including improving efficiency in resort buildings, retail operations, food service, and lodging. These efforts were coordinated with Efficiency Vermont's other targeted market development in small business, retail, and hospitality initiatives. This shift enabled more ski area operators and managers to take a resort-wide view of energy efficiency . Strategies for reducing energy use in snowmaking operations continued to be Account Management, technical analysis, and financial incentives.

Through a long-standing partnership with the Vermont Ski Areas Association (VSAA), Efficiency Vermont was able to deliver technical information and training—via targeted VSAA events and communications—to all facets of ski resort operations.

Two ski areas' projects with Efficiency Vermont in 2011 drew the interest of other Vermont resorts that may consider replication in their own operations. The first was an efficiency project that, thanks to Efficiency Vermont's Account Management and technical analysis,

enabled a resort to eliminate the use of a snowmaking compressor. The second was a resort's purchase of a new type of efficient snow gun, made possible through Efficiency Vermont's technical guidance and financial incentives. Efficiency Vermont also provided information to Vermont ski resorts and snowmaking equipment suppliers at the National Ski Areas Association's New England educational seminar.

State, Municipal, and Educational Facilities

State Buildings

Efficiency Vermont continued to strive for deeper savings in State-operated buildings in collaboration with the Environmental Office of the Vermont Department of Buildings and General Services (BGS). This effort was in alignment with the goals of the 2010 State Agency Energy Plan. Activities included the following:

- Enrollment of BGS in Efficiency Vermont's Energy Leadership Challenge (described in **Section 1.2.2, Account Management**).
- Collaboration with BGS on the creation of a pilot program designed to support the State's goal of reducing energy consumption by 5% annually. The pilot addresses comprehensive optimization of facility operations and systems by: 1) establishing a benchmark of energy use in BGS-owned properties; and 2) providing this data to enable facility managers to identify and prioritize efficiency investments and to take advantage of the existing State Resource Management Revolving Fund. In 2011, BGS and Efficiency Vermont completed project design and began implementation of the benchmarking phase through the ENERGY STAR Portfolio Manager tool.
- Collaboration with BGS to replace inefficient screw-based lights with highly efficient LED lights in all of their buildings.

Colleges and Universities

Efficiency Vermont's key 2011 objectives for the Colleges and Universities market were to: 1) engage the leadership of these institutions to assess the full value of energy efficiency as it relates to their specific, short-term goals, and their long-term vision and stewardship, and 2) more effectively leverage Efficiency Vermont's skills, experience, and networks to optimally serve institutional customers. Efficiency Vermont's service to this sector was accomplished primarily through Account Management.

In the fourth quarter of the year, Efficiency Vermont worked with the High Meadows Fund, the Sustainable Endowments Institute, and Burlington Electric Department to launch the Vermont Green Revolving Fund (GRF) initiative. This initiative encouraged the use of alumni donations and endowment resources to capitalize revolving loan funds that can be invested in energy efficiency on an ongoing basis. Efficiency Vermont provided one-on-one assistance to help colleges adopt this innovative approach to energy investment, making available national and peer-to-peer resources to help Vermont colleges and universities overcome barriers to investing in energy efficiency. By the close of 2011, three schools had committed to establishing a GRF, and nine more—including all the schools in the Vermont State college system—were in active discussion about establishing a GRF. With the exception of one school's identification of a $1 million goal, fund amounts had not been determined by year-end.

K–12 Schools

In 2011, Efficiency Vermont's main objective for Vermont's K–12 schools was to develop an array of unified services designed to overcome the major barriers faced by schools. These barriers were related to project development and design, financing, and leadership.

Key activities in 2011:

- Launching the Whole School Energy Challenge pilot at four schools, in collaboration with the Vermont Superintendents Association's School Energy Management Program and with the Vermont Energy Education Program. Each school set out to reduce its overall energy use by 10% by May 2012 . By the end of 2011, all four schools were on target to achieve the goal.
- Research, development, and marketing of municipal leasing (also known as tax-exempt leasing), a time- and money-saving financing path for energy efficiency projects. This approach provides schools with the opportunity to acquire financing without increasing school budgets or issuing bonds—two methods that can entail lengthy approval processes. With municipal leasing, schools can obtain low-interest loans for projects whose annual energy savings are greater than annual loan payments. This enables schools to promptly start saving money through efficiency, instead of delaying energy efficiency projects because of lack of capital.
- Collaborating with the Vermont Association of School Business Officials on two presentations on tax-exempt financing.

Commercial Real Estate

To deepen savings in leased commercial properties, Efficiency Vermont built upon development, market research, and strategy work begun in mid-2010 and began to engage property developers, investors, and managers.

Key activities included the identification of 10 priority accounts, the launch of pilot services to targeted accounts, the creation and distribution of an overview handout for commercial real estate owners and property managers, and the development of a financial analysis tool for reviewing cash flow—for both owner and tenant—for efficiency projects.

1.2.7.2 Technology Initiatives

Heating, Ventilation, Air Conditioning, and Refrigeration (HVAC-R)

Efficiency Vermont's 2011 goals concerning heating, ventilation, air conditioning (HVAC), refrigeration, and controls technologies were to deepen energy savings by: 1) increasing the comprehensiveness of projects; 2) identifying new measures and technologies to support; and 3) increasing end-use participation by leveraging partnerships with contractors, suppliers, and manufacturer representatives.

In 2011, Efficiency Vermont expanded custom measure opportunities for heating and process fuel projects. Most notably, the utility launched a biomass heating system incentive, as discussed in **Section 1.1.3.2, Benefits from Energy Savings.** Efficiency Vermont also:

- provided building retuning[7] training to approximately 30 building owners, contractors, and facility managers, through one session for general attendance and one for the Vermont Department of State Buildings and General Services;
- developed guidelines for geothermal best practices and system optimization;
- leveraged industry partnerships through informational outreach to contractors and installers, continued incentives for upstream partners, and worked with distributors to capture savings from high-efficiency HVAC installations.

Lighting

Efficiency Vermont's 2011 lighting initiative goals were to: 1) increase lighting partner participation; 2) disseminate information about best practices; and 3) increase numbers of lighting projects and savings per project. The focus for lighting initiatives continued to be commercial, industrial, municipal, and institutional applications; Efficiency Vermont's Efficient Products initiative provided services regarding general consumer lighting.

To support lighting professionals, Efficiency Vermont provided incentives for individuals taking the National Council on Qualifications for the Lighting Professions certification exam and / or the exam preparation course. Also, Efficiency Vermont continued to promote the benefits of working with lighting designers through the RELIGHT program.

Efficiency Vermont extended its newLIGHT program (formerly slated to end by 2011), which focused on replacing T12 fluorescent equipment with High-Performance T8s. Participating contractors completed approximately 790 newLIGHT projects.

To promote commercial LED products and best practices:

- Efficiency Vermont expanded its commercial LED eligible products list to include LED Lighting Facts®–approved products,[8] in addition to DesignLights™ Consortium and ENERGY STAR qualified products. This change gave Efficiency Vermont the ability to promote a wider selection of high-quality LED products as they became available, eliminating months of lag time between ENERGY STAR testing and certification.
- Efficiency Vermont participated in the Northeast Energy Efficiency Partnerships' DesignLights™ Consortium technical committee regarding LED product qualification, and delivered presentations on LED technology and Efficiency Vermont's LED initiatives at two Vermont venues, two regional events, and three gatherings of national industry colleagues.

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[7] Building retuning keeps HVAC energy management and control systems optimally set to meet the particular needs of a given facility. Retuning optimizes HVAC energy efficiency, equipment longevity, and occupant comfort.

[8] LED Lighting Facts is a program of the U.S. Department of Energy that showcases LED products for general illumination from manufacturers who commit to testing products and reporting performance results according to industry standards. For lighting buyers, designers, and energy efficiency programs, the LED Lighting Facts label provides information essential to evaluating products and identifying the best options. www.lightingfacts.com

In 2011, Efficiency Vermont was one of nine entities in the nation to be recognized and profiled by the U.S. Department of Energy's LED Lighting Facts program. The program cited Efficiency Vermont, one of two energy efficiency program sponsors, as having "gone above and beyond to integrate Lighting Facts into their everyday business practices, demonstrating their ongoing commitment to the program and to product evaluation."

1.2.7.3 Residential Initiatives

In 2011, in addition to benefiting from the services described in this section, Vermont homeowners and renters acquired substantial energy savings through energy-efficient product purchases from Efficiency Vermont's retail partners. Discussion of related initiatives can be found in **Section 1.1.4.2, Services for Buyers and Sellers of Efficient Products.**

Existing Homes

The Home Performance with ENERGY STAR comprehensive retrofit service continued to be the primary focus of Efficiency Vermont's Existing Homes initiative in 2011. Home Performance with ENERGY STAR is a market-based effort through which Efficiency Vermont supports a network of private contractors certified by the Building Performance Institute to perform energy audits, improvements, and diagnostic testing. The number of participating contractors was 78; this represented a 10% increase over the previous year.

Efficiency Vermont's goals for the Home Performance with ENERGY STAR service in 2011 were to: 1) enhance the web-based reporting tool for contractors; 2) engage in targeted marketing; 3) increase the comprehensiveness of completed projects; and 4) improve contractor technical and sales capabilities. In its efforts to achieve these goals, Efficiency Vermont:

- completed enhancements to the Home Energy Reporting Online tool, which provides contractors with a web-based reporting method;
- increased statewide advertising and community-based marketing, with an emphasis on customer testimonials;
- offered a higher incentive to contractors to encourage completion of more comprehensive projects, which included heating systems, insulation, and extensive air sealing;
- provided well-received sales training for contractors;
- continued its NeighborWorks® of Western Vermont partnership to deliver Home Performance with ENERGY STAR services in Rutland County; this activity leveraged a 2010 grant that NeighborWorks® received through Better Buildings, an initiative funded by the American Recovery and Reinvestment Act of 2009;
- launched the Do-It-Yourself Home Performance with ENERGY STAR program, offering homeowners a way to make energy-saving home improvements under the guidance of a Home Performance with ENERGY STAR contractor, and held related contractor training sessions;
- collaborated with community energy groups to coordinate Open Homes events in Thetford and Post Mills. These events featured tours of homes with completed Home

Performance with ENERGY STAR projects. Attendees received information and advice about home energy audits, home energy improvements, financial incentives, efficient technologies, and how to enroll in the Home Performance with ENERGY STAR program.

In addition to Home Performance with ENERGY STAR activities, Efficiency Vermont:

- sponsored two community forums to collect ideas for energy efficiency approaches well suited for turnkey projects to be implemented by communities;
- partnered with Vermont Gas Systems (VGS) to promote switching to natural gas-fueled space- and water-heating equipment, and to install CFLs in homes in VGS territory;
- coordinated with Central Vermont Community Action Council to host more than 50 "Button Up" workshops in more than 30 towns, providing information to residents about ways to save energy and increase comfort in their home.

Existing Homes project numbers and thermal savings grew in 2011, as discussed in **Section 1.1.4.3, Services for Residential Customers.**

Residential New Construction

The key 2011 objectives for the Residential New Construction sector were to: 1) ensure a smooth transition to Efficiency Vermont's new two-tiered service structure; 2) continue efforts to increase energy savings; 3) explore options for deeper savings during the planning stages of new projects; and 4) increase outreach to real estate professionals, appraisers, lenders, and builders to encourage inclusion of efficiency information in the real estate network's regional Multiple Listing Service.

To endeavor to achieve these goals, Efficiency Vermont:

- enrolled 18 builders who had not previously worked with Efficiency Vermont in Efficiency Vermont's Residential New Construction services;
- implemented a new submission process for Efficiency Vermont's Best of the Best awards, recognizing achievements in high-performance new construction and major retrofits, successfully prompting 13 entries;
- continued strong partnerships with Vermont Gas Systems, Washington Electric Cooperative, and Burlington Electric Department to ensure service to this market within these utility service territories;
- received an ENERGY STAR Partner of the Year Award for Program Delivery;
- played an integral role in the design and construction process of the country's first Habitat for Humanity home meeting the Passive House energy standard;
- coordinated efforts with the Northern New England Real Estate Network's Multiple Listing Service to include website of inputs for the Home Energy Rating System and green certifications (such as Leadership in Energy and Environmental Design, ENERGY STAR, and the National Green Building Standard). In this effort, Efficiency Vermont partnered with the Vermont Green Home Alliance, which includes the

Home Builders and Remodelers Associations in Vermont, Vermont Green Building Network, Building for Social Responsibility, Vermont Housing Finance Agency, Vermont Association of REALTORS®, and the Vermont chapter of the Appraisal Institute.

Of particular note was Efficiency Vermont's successful transition to a new two-tier service structure, consisting of Energy Code Plus and Vermont ENERGY STAR Homes (as discussed in **Section 1.1.4.3, Services for Residential Customers**). This increased the amount of funding dedicated to technical services, but decreased average financial incentive amounts. Although a few builders disliked the change, overall participation rates remained steady. These rates were consistent with information acquired, prior to the transition, through builder roundtable discussions, which revealed that Efficiency Vermont's technical assistance and energy rating services were valued as much as or more than project incentives.

Efficiency Vermont also began a research effort for homes approaching zero net energy use, scheduled to be completed in 2013, to monitor the energy performance of low-load homes relative to homes built to meet State energy code requirements. This undertaking was designed to acquire data with which Efficiency Vermont could consider the development of a high-performance homes initiative. The aim of such an initiative would be to transform the market toward net-zero-ready homes.

The number of completed projects remained steady from 2010 to 2011, correlating with a leveling of the number of permits issued. The average Home Energy Rating System index showed a 5% increase in overall home efficiency over 2010 figures. Savings increased to more than 900 MWh in 2011, up from 650 MWh in 2010. The reporting of LED installations in new homes through this initiative began in 2011; earlier, the data had been reported through the Efficient Products initiative. Another factor contributing, in part, to higher reported electric savings for this market was a new method of accounting for thermal savings. This new method also was a factor in lower reported MMBtus for this market.

Low-Income Single-family and Multifamily Housing

Key 2011 Efficiency Vermont goals for Vermont's low-income housing markets were to deepen core services and partnerships, and to develop aggressive energy standards for affordable multifamily housing. This was done in close collaboration with Efficiency Vermont's long-standing partners, including: 1) low-income housing and service providers, including the Vermont Foodbank; 2) weatherization agencies; 3) funders, including the Vermont Housing and Conservation Board (VHCB) and the Vermont Housing Finance Agency (VHFA); and 4) multifamily housing developers, including Housing Vermont.

While continuing to deliver existing services to this sector, Efficiency Vermont also engaged in the following:

- The launch of the Major Appliance Replacement Service: This service, delivered by Vermont's weatherization agencies, provided no-cost replacement of inefficient older appliances with ENERGY STAR qualified appliances (primarily refrigerators and clothes washers) to qualifying low-income Vermonters. Although the primary objective of this service was to save energy, customers reported significant non-energy benefits as well. For instance, Efficiency Vermont received positive feedback from several customers who could now safely store food and medicine because of the reliability of their new refrigerator.

- An aggressive CFL distribution campaign through the Vermont Foodbank network, which totaled 76,200 bulbs in 2011. An additional 150 LED bulbs were also distributed.
- The implementation of a new service to install advanced power strips through Vermont's weatherization agencies. Advanced power strips reduce the electricity use of electronics, such as televisions and game consoles, that otherwise would constantly draw low levels of electricity, even when off or in standby mode.
- The distribution of 2,000 advanced power strips through the Vermont Foodbank. This effort was undertaken in addition to the ongoing CFL distributions.
- An expanded role in the Vermont Fuel Efficiency Partnership (VFEP) to that of a direct funder of program services. VFEP provides comprehensive energy retrofits of existing low-income multifamily facilities with measures that go beyond the typical scope of work for a weatherization agency.
- Collaboration with VHCB, VHFA, and Housing Vermont to update multifamily efficiency standards for Efficiency Vermont's Residential New Construction and major rehabilitation initiatives. The objective was to improve the energy efficiency of new low-income multifamily housing.
- Involvement in the Weatherization Piggyback program (renamed Weatherization Add-on), which leverages the thermal work already being done by weatherization agencies by providing Efficiency Vermont's financial and technical support for electrical efficiency measures.
- Implementation of a limited incentive offering to help low-income customers replace inefficient outdoor wood boilers. This was done in collaboration with the Air Pollution Control Division of the Vermont Agency of Natural Resources.

Multifamily Market-rate Housing

In its ongoing effort to transform the multifamily market in the state, Efficiency Vermont implemented services designed to provide market-rate multifamily property owners with efficiency opportunities consistent with those for low-income multifamily housing operators. Partnerships remained key to Efficiency Vermont's success in educating, motivating, and assisting decision makers. The utility coordinated with the Vermont Apartment Owners Association, Vermont Rental Property Owners Association, and a Brattleboro rental property owners' group. It also conducted outreach through Account Management to large property developers, including ski areas.

Services to the market-rate sector included prescriptive rebates; technical assistance to architects, engineers, and contractors engaged in new construction and major rehabilitation in this market; ENERGY STAR certifications; and technical and financial support for custom projects. Starting in 2011, multifamily market-rate services also included incentives for energy audits and comprehensive building envelope upgrades delivered by contractors trained through Efficiency Vermont's Building Performance program, as described in the Small Business discussion under **Section 1.2.7.1, Business, Municipal, and Institutional Initiatives.**

1.3 Additional Efficiency Vermont Services and Activities

To meet its contractual requirements and performance objectives, Efficiency Vermont continued to support its resource-acquisition efforts with additional services and activities.

1.3.1 Marketing

Efficiency Vermont's 2011 marketing efforts supported resource acquisition and market transformation goals through targeted communications designed to:

- increase understanding of the value of energy efficiency technologies and approaches;
- maintain confidence in Efficiency Vermont as a knowledgeable, objective resource;
- motivate and promote end user and key market player actions.

To produce optimally effective messaging, Efficiency Vermont maintained its awareness of market-specific barriers and motivators, and of the spectrum of existing and emerging communications vehicles. Efficiency Vermont collected data and measured the effectiveness of various marketing approaches, then used these results to optimize its continuing approaches.

Marketing strategies in 2011 were targeted promotional and / or educational communications through:

- print, broadcast, web-based, and social media;
- partnerships with providers of energy efficiency services and products;
- engagement with community opinion leaders to encourage peer-to-peer conversations;
- community, corporate, and retail events;
- targeted materials in strategic support of initiative goals.

Highlights in 2011 were:

- The launch of the redesigned www.efficiencyvermont.com, featuring a new emphasis on meeting the needs of external customers.
- Partnership with the research firms KEMA and ICF International, and with Dr. Jim Sinkula, University of Vermont market research professor and consultant, to identify barriers and motivators to participation, key demographics, and customer needs.
- Evaluations of marketing campaigns for the Efficient Products and Home Performance with ENERGY STAR initiatives. Results showed an increase in awareness of Efficiency Vermont and its services to Vermont homeowners and businesses.
- Increased use of social media, including Facebook, Twitter, and other online digital media.

1.3.2 Better Buildings by Design Conference

Efficiency Vermont conducted the 13th annual Better Buildings by Design conference in February 2011. The two-day event attracted more than 1,000 builders, architects, engineers, and contractors. Workshops focused on the latest techniques and technologies for building durability, superior performance, energy efficiency, and value for both residential and commercial projects. Nationally renowned speakers and workshop leaders presented more than 35 sessions on building envelope, integrated design, lighting, and mechanical systems. In addition, the conference provided exceptional visibility to more than 50 providers of energy efficiency products and services while providing training and continuing-education opportunities for Vermont's design, construction, and contracting professionals. The conference was a key component in efforts to position Efficiency Vermont as a trusted technical resource and supporter of market actors who have a direct influence on decisions regarding new construction, renovation, and equipment installations across the supply chain as well as across market and geographic sectors market, and geographic sectors.

Ninety percent of attendees completing feedback forms rated the following as good, very good, or excellent:

- Exposure to new ideas and advanced energy efficiency content and technology.
- Information on how to apply energy efficiency concepts to [their] work.

Efficiency Vermont partnered with multiple conference sponsors, including Philips, Vermont Gas Systems, *Vermont Business Magazine*, Burlington Electric Department, National Fiber, Vermont Green Building Network, DEW Construction Corporation, and Green Mountain Power.

1.3.3 Customer Support

Through its toll-free contact center, Efficiency Vermont continued to provide Vermont ratepayers with general efficiency guidance and referrals in response to questions about both electric and heating / process fuel use. Efficiency Vermont's team of highly trained Customer Support specialists also supported Efficiency Vermont initiatives and partnerships through inbound and outbound calling efforts and—for the first time—through targeted site visits made to validate the installation of commercial savings measures.

Efficiency Vermont's Customer Support goals for 2011 were to: 1) provide accurate, objective, and comprehensive information, and to do so in one call as often as possible; and 2) optimize internal systems to strengthen service quality and data collection efforts. In 2011, Efficiency Vermont:

- Reduced internal contact center transfers by 38%.
- Sourced and implemented a new phone system to reduce customer wait time, provide more accurate call reporting, and distribute calls more efficiently at peak periods.
- Began preapproving larger lighting projects in order to provide customers with faster access to prescriptive programs.
- Initiated a process to improve management of its meter loan program, which served more than 1,000 residential customers in 2011. A staff person was designated as the

single point of contact for meter use participants and as the lead in following up on measured results. This one-on-one consultative approach improved customer satisfaction with the service to a rating of just over 95%; this was an 11% increase over 2010 ratings.

Inbound call volume in 2011 was level with that in 2010, whereas outbound call volume doubled, to just over 4,000 calls. Half of outbound calls were in support of program goals (outbound sales) and half were customer follow-up calls. The nature of customer questions was similar in 2011 and 2010—with the exception of a 2011 increase in interest in renewable energy. This pattern indicated a sustained maturity in the marketplace regarding customer understanding of efficiency, efficiency measures, and Efficiency Vermont's role in facilitating positive change.

1.3.4 Information Technology

Information technology (IT) efforts in 2011 supported a wide range of services critical to both Efficiency Vermont's daily operations and its long-term strategic efforts. Tools and systems developed and maintained by the IT department allowed for the collection, processing, and reporting of the entire life cycle of all Efficiency Vermont projects. Managed information included project participants, work flows, locations, energy usage, and energy savings claims. This information enabled the successful delivery of service to ratepayers as well as the delivery of operational reporting and regulatory claims to utilities, the Vermont Department of Public Service, and the Independent System Operator for New England. IT engaged in the following activities that supported the delivery of Efficiency Vermont services:

- Maintenance, support, and training for developed applications used by Efficiency Vermont staff in program delivery.
- Partnering with planning and program managers to improve their ability to develop, manage, and monitor existing and newly developed efforts that deliver customer value.
- Security and protection of confidential customer data.
- Maintenance of databases to ensure high levels of data quality, enabling the delivery of accurate and timely reporting.
- Delivery of reporting and analytical information to customers, project managers, and program managers.
- Implementation of energy savings calculations in tools that allow savings claims to be tracked.
- Monitoring of tracking systems and budgets, collaborating with and receiving feedback from business units.

1.3.5 Forward Capacity Market Participation

The wholesale Forward Capacity Market (FCM), operated by the Independent System Operator for New England (ISO-NE), allows demand resources such as energy efficiency to be bid to be used to supply peak capacity reductions. Efficiency Vermont entered the 2011–2012 commitment period as the second-largest individual source of FCM capacity in the state, trailing only the Vermont Yankee nuclear power plant. Vermont Energy Investment

Corporation (VEIC), as a market participant and in its role of administering Efficiency Vermont, met its commitments to deliver savings from Efficiency Vermont activity in the FCM in both the first and second delivery periods that occurred in 2011, delivering 39 MW and 49 MW of capacity, respectively. The FCM revenue for 2011 was $3,164,534. To represent the interests of Vermont ratepayers in the ISO-NE FCM, VEIC:

- filed monthly reports to ISO-NE of capacity savings from Efficiency Vermont investments and received payment from the operator for these savings claims;
- prepared and submitted bids to provide Efficiency Vermont capacity savings as a demand resource in four sequential FCM auctions, and made commitments to provide capacity reductions beginning in June 2010 and continuing through May 2017;
- continued to investigate more cost-effective ways to measure and verify Efficiency Vermont's FCM savings claims, while continuing to perform all necessary administrative and fiscal activities associated with these responsibilities;
- continued to participate in ISO-NE's rule-making processes regarding the establishment and operation of the FCM and other responsibilities as a New England Power Pool market participant;
- developed and implemented required measurement and verification plans for capacity savings claims in cooperation with the Vermont Public Service Board, the Vermont Department of Public Service, and Burlington Electric Department.

1.3.6 Building Energy Code Support

Efficiency Vermont staffed the Energy Code Assistance Center, answering questions and supplying materials to individuals, towns, and businesses. Efficiency Vermont outreach increased awareness of the energy code and how to comply with it. Staff handled 222 calls, primarily from builders, contractors, real estate professionals, and architects involved in residential projects.

In 2011, Efficiency Vermont remained actively involved in supporting the State's commitment to planning for 90% compliance with 2009 International Energy Conservation Code levels by 2017. A compliance plan was put in place in 2011, with input from Efficiency Vermont.

A significant effort in 2011 focused on advancing adoption, awareness, and understanding of new State energy codes. This was achieved through: 1) participating in stakeholder meetings related to code adoption and enforcement; 2) providing input to the Vermont Department of Public Service on the *Residential Building Energy Standards Handbook* and the *Commercial Building Energy Standards* publication; and 3) providing energy code information through trainings, publications, presentations, and the Efficiency Vermont website, and as part of program delivery.

Through a grant from the Vermont Department of Public Service in 2011, Efficiency Vermont provided more than 20 commercial and residential Energy Code training sessions throughout the state. The 600-plus attendees included building and real estate professionals, town officials, engineers, architects, and staff from building supply companies. Efficiency Vermont collaborated with numerous building supply houses, the Vermont Association of

REALTORS, Vermont Energy and Climate Action Network, and the Vermont League of Cities and Towns. Efficiency Vermont also wrote informational articles—published in several Vermont trade publications and in Efficiency Vermont's *Builder News*—and created an energy code brochure for distribution through town offices, building supply companies, and the Energy Code Assistance Center.

1.3.7 Collaboration with Regional and National Partners

Ongoing collaboration with entities both outside and within the state enabled Efficiency Vermont to bring State, regional, and national resources to Vermont while ensuring greater consistency among energy efficiency resources available to Vermonters.

Efficiency Vermont's primary partnership efforts in 2011 were with the Northeast Energy Efficiency Partnerships (NEEP) at the regional level, and with the U.S. Department of Energy and the U.S. Environmental Protection Agency (EPA)—particularly related to ENERGY STAR—at the national level. The overarching goal of these partnerships was to share information with peer programs to inform best practices. An additional goal, especially for Efficiency Vermont's work with NEEP, was to minimize costs to ratepayers and eliminate redundancies by collaborating on work that individual programs might otherwise undertake separately.

The specific areas of participation with NEEP for 2011 were: 1) making energy efficiency more visible; 2) reducing energy use in buildings; 3) encouraging timely adoption of high-efficiency products; and 4) advancing knowledge and best practices. Efficiency Vermont participated in a noteworthy NEEP-led project related to building energy labeling. This project resulted in a report and model legislation for building energy rating and disclosure. These items were of significant value in proposed building energy disclosure legislation in Vermont (H.57). Although the process did not result in new law, it raised the profile of this issue and led to the creation of a legislatively mandated task force to examine building energy labeling in greater detail.

1.3.8 Participation in Regulatory Proceedings

2011 was a transition year in Efficiency Vermont's shift to a franchise-like Order of Appointment structure, slated to begin in 2012. Under this structure, Efficiency Vermont will be regulated in a manner comparable to that of Vermont distribution utilities. This transition prompted a significant change in regulatory processes related to Efficiency Vermont's budgets and performance goals. Most notable were Efficiency Vermont's extensive activities related to the Demand Resource Plan Proceeding (DRPP), which began in 2010 and continued through 2011.

This proceeding is a multipronged process for achieving: 1) adoption of a Demand Resource Plan; 2) determination of Efficiency Vermont Quantifiable Performance Indicators; 3) identification of geographic areas to receive targeted energy efficiency services; 4) establishment of budgets and activities for non-resource acquisition activities; 5) identification of services related to advanced metering infrastructure; and 6) determination of efficiency evaluation budgets.

Efficiency Vermont also continued its active participation in other utility proceedings, including those related to the Vermont System Planning Committee (VSPC). Efficiency

Vermont staff attended 27 meetings in 2011 to fulfill the utility's VSPC responsibilities. Efficiency Vermont provided technical support and delivered the Forecast 20 report to the VSPC and ISO-NE to determine Vermont's efficiency savings in both the Vermont Electric Power Company's and ISO-NE's long-term load forecasts. In addition, Efficiency Vermont worked closely with the VSPC's Energy Efficiency and Forecasting Subcommittee to provide recommendations regarding Efficiency Vermont's 2012–2014 Geographic Targeting areas.

2.1 Efficiency Vermont Electric Services and Initiative Results

2.1.1 Overall Summary

Services	Total Efficiency Vermont Services and Initiatives	Heating and Process Fuels Services and Initiatives	EEC Funded Services and Initiatives
Costs			
Year to Date Costs	$37,658,833	$5,427,760	$32,231,073
* Annual Budget Estimate	$38,281,200	$5,483,500	$32,797,700
Unspent Annual Budget Estimate	$622,367	$55,740	$566,627
% Annual Budget Estimate Unspent	2%	1%	2%
Other Costs and Commitments			
Participant Costs Year to Date	$16,431,143	$5,004,026	$11,427,117
Third Party Costs Year to Date	$1,471,727	$197,952	$1,273,775
Committed Incentives	$184,655	nap	$184,655
Savings Results			
MWh Year to Date	101,502	219	101,283
MWh cumulative starting 1/1/09	297,197	189	297,008
Winter Peak Coincident kW Savings Results			
Winter Coincident Peak kW Year to Date	18,487	105	18,381
Winter Coincident Peak kW Starting 1/1/09	53,950	125	53,826
Summer Peak Coincident kW Savings Results			
Summer Coincident Peak kW Year to Date	13,542	3	13,539
Summer Coincident Peak kW Starting 1/1/09	43,464	20	43,444
TRB Savings Results			
TRB Year to Date	$95,658,695	$13,123,124	$82,535,571
TRB Starting 1/1/09	$309,102,008	$23,162,632	$285,939,376
MMBtu Savings Results			
MMBtu Year to Date	69,699	50,693	19,006
MMBtu Starting 1/1/09	196,755	87,092	109,663
Participation			
Partic.w/ installs Year to Date	33,430	1,657	31,773
Partic.w/ installs cumulative starting 1/1/09	106,326	3,034	103,292

* Annual projections are estimates only and provided for informational purposes.

2.1.2 Budget Summary

	Budget Current Year 2011	Actual Current Year 2011	Budget 2009-2011	Actual 2009-2011
RESOURCE ACQUISITION				
Electric Efficiency Funds Activities				
Business Sector	$ 22,899,100	$ 21,216,670	$ 59,245,055	$ 58,405,198
Residential Sector	$ 9,898,600	$ 11,014,403	$ 29,022,864	$ 29,552,554
Total Electric Efficiency Funds Activities	**$ 32,797,700**	**$ 32,231,073**	**$ 88,267,919**	**$ 87,957,752**
Heating and Process Fuels Funds Activities				
Business Sector	$ 1,453,400	$ 1,168,318	$ 2,154,950	$ 1,404,956
Residential Sector	$ 4,030,100	$ 4,259,442	$ 6,639,736	$ 6,448,456
Total Heating and Process Fuels Funds Activities	**$ 5,483,500**	**$ 5,427,760**	**$ 8,794,686**	**$ 7,853,412**
TOTAL RESOURCE ACQUISITION	**$ 38,281,200**	**$ 37,658,833**	**$ 97,062,605**	**$ 95,811,164**
NON-RESOURCE ACQUISITION				
Information Technology	$ 757,600	$ 612,461	$ 2,325,659	$ 2,174,790
General Administration[1]	$ 397,900	$ 311,890	$ 799,088	$ 911,861
ISO-NE Regional Capacity Activities	$ 377,700	$ 298,597	$ 1,087,677	$ 850,129
Demand Resource Planning Process	$ 141,200	$ 534,656	$ 279,279	$ 816,314
Smart Grid	$ 831,600	$ 766,158	$ 889,598	$ 784,738
TOTAL NON-RESOURCE ACQUISITION	**$ 2,506,000**	**$ 2,523,760**	**$ 5,381,300**	**$ 5,537,832**
Sub-Total Prior to Performance-Based Fee	**$ 40,787,200**	**$ 40,182,593**	**$ 102,443,904**	**$ 101,348,997**
Performance-Based Fee	$ 1,007,000	$ -	$ 2,697,000	$ 2,693,748
TOTAL ESTIMATED COSTS INCLUDING PERFORMANCE-BASED FEE	**$ 41,794,200**	**$ 40,182,593**	**$ 105,140,904**	**$ 104,042,745**

[1] Beginning in 2010, the DPS requested VEIC report operations fees on electric efficiency incentives in the General Administration totals. For the 2009-11 period, that amount totaled approximately $321,000 which should not be counted toward the 2009-11 General Administrative cap of $944,200 as outlined in the Process and Administration document item 33 on page 18.

2.1.3 2009-2011 Electric Minimum Performance Requirements

MPR#	Name	Minimum Requirement	1/1/09 To Date
1	Minimum Electric Benefits	Total electric benefits divided by total EEU costs is greater than 1.2	2.4
2	Threshold (or minimum acceptable) Level of Participation by Residential Customers	Total residential sector spending is greater than $19,700,000	$29,648,138
3	Threshold (or minimum acceptable) Level of Participation by Low-Income Households	Spending for low-income single and multifamily services is greater than $6,307,000	$6,919,057
4	Threshold (or minimum acceptable) Level of Participation by Small Non-Residential Customers	Number of total non-residential accounts with annual electric use of 40,000 kWh/yr or less that have savings is greater than 700	3,144
5	Geographic Equity	TRB for each county is greater than values shown in table below	
	County	**3-Year Minimum TRB Goal**	1/1/09 To Date
	Addison	$4,251,387	$13,947,658
	Bennington	$5,725,127	$18,028,893
	Caledonia	$2,928,436	$11,184,488
	Chittenden	$13,528,705	$71,034,015
	Essex/Orleans	$3,051,759	$12,798,853
	Franklin	$5,181,847	$26,202,786
	Grand Isle	$359,531	$2,012,417
	Lamoille	$2,691,770	$13,488,083
	Orange	$2,442,011	$6,941,050
	Rutland	$9,117,465	$34,364,560
	Washington	$6,880,168	$31,625,914
	Windham	$7,293,624	$21,148,324
	Windsor	$7,056,592	$16,582,799

2.1.4 2009-2011 Heating and Process Fuels Minimum Performance Requirements and Performance Indicators

2009-2011 Heating and Process Fuels Minimum Performance Requirements			
MPR#	**Name**	**Minimum Requirement**	**1/1/09 To Date**
1	Threshold (or minimum acceptable) Level of Participation by Small Non-Residential Customers	Total residential sector spending is greater than 62.5% of the total Heating and Process Fuels (HPF) Fund expenditures	82%

2009-2011 Heating and Process Fuels Performance Indicators			
PI#	**Name**	**Minimum Requirement**	**1/1/09 To Date**
1	Thermal & Mechanical Energy Efficiency Savings[1]	Annual incremental net MMBTU savings is at least 67,600	87,092
2	Residential single family comprehensiveness	a. Average air leakage reduction per project is at least 34%[2]	33%
		b. Percent of projects with at least 1,500 total square feet of insulation added is at least 44%[3]	69%
		c. Percent of projects with both shell measures and heating system measures installed is at least 16%[4]	11%

Footnotes:	
1	The Performance Indicator metric is based on six services considered for delivery. One of those services involves a collaboration with the Vermont Fuel Efficiency Partnership. The collaboration agreement is not finalized as of 1/1/2010. If the final collaboration agreement results in substantive changes from the current service offerings, this Performance Indicator target will recalculated.
2	Projects are defined as a work project completed by a Home Performance with Energy Star (HPwES) contractor in a single family (1-4 units). All single family homes in which HPF-funded incentives are provided through HPwES will be included in the average, regardless of whether or not air infiltration reduction is achieved.
3	The total shall include all insulation that is installed in the home, including attic and ceiling insulation, wall insulation, floor insulation, foundation insulation, etc.
4	Significant heating system measures will include system replacements, distribution improvements such as duct sealing or installing improved or right-sized ductwork, burner replacements, etc. with a cost of at least $200 per reported job. Neither setback thermostats nor clean and tunes shall count as significant heating system measures for this Performance Indicator. Shell measures include any measures that reduce conductive losses through the building shell (typically insulation measures) as well as air infiltration reductions.

2.1.5 Electric Services and Initiatives Summary

	Totals				Business Energy Services		Residential Energy Services			Other
Services	All Services and Initiatives Including CC	EVT Services and Initiatives	Subtotal Business Energy Services	Subtotal Residential Energy Services	Business New Construction	Business Existing Facilities	Residential New Construction	Efficient Products	Existing Homes	Customer Credit Program
Costs										
Year to Date Costs	$32,231,073	$32,231,073	$21,216,670	$11,014,403	$1,533,067	$19,683,603	$2,041,813	$5,967,262	$3,005,328	$0
* Annual Budget Estimate	$32,797,700	$32,797,700	$22,899,100	$9,898,600	$3,023,500	$19,875,600	$2,082,000	$6,116,500	$1,700,100	$0
Unspent Annual Budget Estimate	$566,627	$566,627	$1,682,430	($1,115,803)	$1,490,433	$191,997	$40,187	$149,238	($1,305,228)	$0
% Annual Budget Estimate Unspent	2%	2%	7%	-11%	49%	1%	2%	2%	-77%	0%
Savings Results										
MWh Year to Date	101,283	101,283	49,293	51,990	5,389	43,904	1,427	47,927	2,636	0
MWh cumulative starting 1/1/09	297,008	292,406	146,443	145,963	23,116	123,327	4,484	133,262	8,217	4,601
3-Year MWh Goal	nap	359,700	225,900	133,800	29,142	196,758	6,263	116,912	10,625	nap
% of 3-Year MWh Goal	nap	81%	65%	109%	79%	63%	72%	114%	77%	nap
Winter Coincident Peak kW Year to Date	18,381	18,381	7,258	11,123	780	6,478	326	10,286	510	0
Winter Coincident Peak kW cumulative starting 1/1/09	53,826	53,454	20,999	32,456	3,147	17,851	999	29,768	1,689	371
3-Year Winter Coincident Peak kW Goal	nap	54,000	14,200	39,800	2,300	11,900	1,000	35,800	3,000	nap
% of 3-Year Winter Coincident Peak kW Goal	nap	99%	148%	82%	137%	150%	100%	83%	56%	nap
Summer Coincident Peak kW Year to Date	13,539	13,539	7,913	5,626	868	7,045	139	5,222	265	0
Summer Coincident Peak kW cumulative starting 1/1/09	43,444	42,692	25,732	16,960	3,947	21,785	534	15,652	774	752
3-Year Summer Coincident Peak kW Goal	nap	51,200	22,300	28,900	3,500	18,800	1,000	27,000	900	nap
% of 3-Year Summer Coincident Peak kW Goal	nap	83%	115%	59%	113%	116%	53%	58%	86%	nap
Associated Benefits										
MMBtu Year to Date	19,006	19,006	8,341	10,666	2,043	6,297	18,604	(7,785)	(153)	0
MMBtu cumulative starting 1/1/09	109,663	108,789	60,574	48,215	37,763	22,811	60,484	(22,553)	10,284	874
Participation										
Partic.w/ installs Year to Date	31,773	31,773	2,842	28,931	132	2,710	789	23,900	4,242	0
Partic.w/ installs cumulative starting 1/1/09	103,292	103,291	6,063	97,228	611	5,452	2,444	83,250	11,534	1

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals

2.1.6 Electric Services and Initiatives including Customer Credit

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09	Cumulative starting 3/1/00
# participants with installations	42,405	31,773	nap	103,292	306,976
Services and Initiatives Costs					
Operating Costs					
Administration	$265,771	$311,890	$397,900	$911,861	$2,213,230
ISO-NE Regional Capacity Activities	$269,985	$298,597	$377,700	$850,129	$1,233,767
Smart Grid	$18,581	$766,158	$831,600	$784,738	$784,738
DRP & DRPP	$281,658	$534,656	$141,200	$816,314	$816,314
Services and Initiatives	$5,377,959	$4,023,176	$3,159,800	$14,397,033	$39,722,726
Program Planning	nap	nap	nap	nap	$1,006,327
Marketing/Business Development	$5,295,601	$4,299,707	$5,319,400	$13,483,883	$32,479,867
Information Systems	$735,832	$612,461	$757,600	$2,174,790	$6,129,121
Subtotal Operating Costs	$12,245,386	$10,846,643	$10,985,200	$33,418,749	$84,386,091
Incentive Costs					
Incentives to Participants	$15,439,559	$18,838,351	$18,217,100	$43,546,173	$97,774,975
Incentives to Trade Allies	$84,986	$75,367	$63,100	$246,003	$501,214
Subtotal Incentive Costs	$15,345,281	$18,913,718	$18,280,200	$43,792,176	$98,276,189
Technical Assistance Costs					
Services to Participants	$5,818,661	$4,830,465	$5,845,800	$16,790,755	$41,960,955
Services to Trade Allies	$136,698	$164,006	$192,500	$558,536	$2,989,289
Subtotal Technical Assistance Costs	$5,955,359	$4,994,472	$6,038,300	$17,349,290	$44,950,243
Total Efficiency Vermont Costs	$33,546,026	$34,754,833	$35,303,700	$94,560,215	$227,612,523
Total Participant Costs	$17,523,587	$11,427,117	nav	$48,346,432	$153,696,627
Total Third Party Costs	$1,213,600	$1,273,775	nav	$3,314,937	$8,489,296
Total Services and Initiatives Costs	$52,283,213	$47,455,725	nav	$146,221,584	$389,798,446
Annualized MWh Savings	110,872	101,283	nap	297,008	862,136
Lifetime MWh Savings	1,155,989	1,023,578	nap	3,095,948	9,776,835
TRB Savings (2009 $)	$102,780,275	$82,535,571	nap	$285,939,376	$809,616,358
Winter Coincident Peak kW Savings	20,277	18,381	nap	53,826	144,161
Summer Coincident Peak kW Savings	16,363	13,539	nap	43,444	122,498
Annualized MWh Savings/Participant	2.615	3.188	nap	2.875	2.808
Weighted Lifetime	10	10	nap	10	11
Committed Incentives	$554,405	$184,655	nap	nap	nap

Annualized MWh Savings (adjusted for measure life)	721,492
Winter Coincident Peak kW Savings (adjusted for measure life)	128,194
Summer Coincident Peak kW Savings (adjusted for measure life)	105,056

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

2.1.7 Electric Services and Initiatives excluding Customer Credit

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09	Cumulative starting 3/1/00
# participants with installations	42,404	31,773	nap	103,291	306,977
Services and Initiatives Costs					
Operating Costs					
Administration	$265,771	$311,890	$397,900	$911,861	$2,213,230
ISO-NE Regional Capacity Activities	$269,985	$298,597	$377,700	$850,129	$1,233,767
Smart Grid	$18,581	$766,158	$831,600	$784,738	$784,738
DRP & DRPP	$281,658	$534,656	$141,200	$816,314	$816,314
Services and Initiatives	$5,377,959	$4,023,176	$3,159,800	$14,393,330	$39,563,035
Program Planning	nap	nap	nap	nap	$977,110
Marketing/Business Development	$5,295,601	$4,299,707	$5,319,400	$13,483,883	$32,479,867
Information Systems	$735,832	$612,461	$757,600	$2,174,790	$6,129,121
Subtotal Operating Costs	$12,245,386	$10,846,643	$10,985,200	$33,415,045	$84,197,182
Incentive Costs					
Incentives to Participants	$15,081,031	$18,838,351	$18,217,100	$42,490,254	$91,453,679
Incentives to Trade Allies	$84,986	$75,367	$63,100	$246,003	$501,213
Subtotal Incentive Costs	$15,166,017	$18,913,718	$18,280,200	$42,736,257	$91,954,892
Technical Assistance Costs					
Services to Participants	$5,818,661	$4,830,465	$5,845,800	$16,785,747	$41,931,109
Services to Trade Allies	$136,698	$164,006	$192,500	$558,536	$2,989,289
Subtotal Technical Assistance Costs	$5,955,359	$4,994,472	$6,038,300	$17,344,283	$44,920,398
Total Efficiency Vermont Costs	$33,366,762	$34,754,833	$35,303,700	$93,495,585	$221,072,472
Total Participant Costs	$17,499,376	$11,427,117	nav	$48,073,765	$151,946,879
Total Third Party Costs	$1,213,600	$1,273,775	nav	$3,314,937	$8,489,296
Total Services and Initiatives Costs	$52,079,738	$47,455,725	nav	$144,884,287	$381,508,647
Annualized MWh Savings	110,550	101,283	nap	292,406	831,348
Lifetime MWh Savings	1,151,802	1,023,578	nap	3,029,222	9,349,281
TRB Savings (2009 $)	$102,438,841	$82,535,571	nap	$279,359,840	$774,895,635
Winter Coincident Peak kW Savings	20,213	18,381	nap	53,454	140,723
Summer Coincident Peak kW Savings	16,299	13,539	nap	42,692	117,192
Annualized MWh Savings/Participant	2.607	3.188	nap	2.831	2.708
Weighted Lifetime	10	10	nap	10	11
Committed Incentives	$554,405	$184,655	nap	nap	nap

Annualized MWh Savings (adjusted for measure life)	691,710
Winter Coincident Peak kW Savings (adjusted for measure life)	124,855
Summer Coincident Peak kW Savings (adjusted for measure life)	99,883

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

2.1.8 Electric Services & Initiatives - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	1,401	1,820	1,719	28,661	116	467	727	40	$287,051	$264,547
Cooking and Laundry	4,919	1,629	1,285	22,697	231	173	2,826	60,880	$349,935	$1,799,457
Design Assistance	178	180	170	919	7	5	633	0	$191,215	$72,752
Hot Water Efficiency	1,173	501	461	4,152	61	47	479	4,267	$71,261	-$116,128
Hot Water Fuel Switch	135	437	466	13,113	72	36	-1,538	84	$87,345	$132,207
Industrial Process Eff.	49	4,734	4,705	61,745	832	508	1,721	0	$497,095	$1,735,274
Lighting	20,183	75,317	67,393	718,632	15,258	9,952	-25,043	0	$13,306,042	$6,186,936
Monitoring and Metering	2,087	1,562	1,383	8,878	168	143	0	0	$179,951	-$181,994
Motors	214	3,284	3,166	36,930	424	385	1,537	24,065	$500,154	$979,865
Other Efficiency	655	482	430	6,554	101	62	5,240	33	$281,000	-$129,876
Other Fuel Switch	43	73	86	2,197	8	14	-215	0	$14,074	$8,370
Other Indirect Activity	1,493	1,888	2,333	7,407	203	211	-143	0	$480,726	$116,689
Refrigeration	4,544	4,885	4,801	56,490	643	635	0	0	$1,271,919	$674,436
Space Heat Efficiency	575	537	466	12,390	141	15	21,357	110	$70,963	$362,575
Space Heat Fuel Switch	7	255	281	5,036	45	1	-1,103	0	$10,386	$119,578
Ventilation	811	3,700	3,338	37,777	72	885	12,528	0	$1,413,044	-$597,571
Totals		101,283	92,484	1,023,578	18,381	13,539	19,006	89,478	$18,838,351	$11,427,117

2.1.9 Electric Services & Initiatives - Utility Breakdown

Utility	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Barton	150	221	202	2,605	43	24	-38	331	$80,958	$28,171
Burlington	22	313	307	2,775	48	74	-19	0	$68,017	-$6,528
CVPS	13,379	40,960	37,739	430,021	7,393	5,729	11,177	53,364	$8,584,851	$6,184,147
Enosburg Falls	186	825	728	8,965	164	102	-108	346	$213,734	$67,511
Green Mountain	9,053	38,640	35,161	368,494	7,076	4,948	7,204	21,065	$5,567,898	$3,965,962
Hardwick	368	815	738	8,356	136	119	358	982	$214,591	$32,738
Hyde Park	128	491	412	3,976	93	52	-76	277	$81,619	-$670
Jacksonville	48	29	24	256	6	4	-2	66	$5,219	$2,023
Johnson	159	388	353	4,311	100	39	145	142	$73,561	$168,962
Ludlow	150	412	353	3,285	83	48	-99	313	$52,128	$24,782
Lyndonville	515	1,676	1,563	17,286	295	226	-632	763	$410,867	$210,362
Morrisville	389	1,464	1,291	13,565	280	167	-338	650	$215,338	$116,081
Northfield	201	326	299	2,915	64	46	-83	410	$53,477	$17,471
Orleans	105	150	129	1,312	31	14	-18	108	$33,859	$1,102
Readsboro	11	1	1	9	0	0	0	0	$130	-$35
Rochester	28	7	6	52	2	1	0	0	$779	$15
Stowe	360	1,274	1,168	13,153	210	205	-234	505	$238,807	$90,084
Swanton	310	1,641	1,546	19,474	263	236	-393	662	$325,522	$218,195
VT Electric Coop	4,595	10,288	9,241	109,977	1,808	1,349	1,610	7,227	$2,506,628	$240,340
VT Marble	57	80	78	923	13	14	-39	25	$22,030	$27,891
Washington Electric	1,559	1,284	1,146	11,864	272	144	595	2,243	$262,150	$38,513
Totals	31,773	101,283	92,484	1,023,578	18,381	13,539	19,006	89,478	$18,838,351	$11,427,117

2.1.10 Electric Services & Initiatives - County Breakdown

County	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Addison	1,766	5,851	5,328	66,474	968	796	5,248	3,280	$1,682,313	$320,412
Bennington	1,554	6,930	6,387	70,347	1,238	1,084	6,661	3,006	$1,097,344	$1,117,325
Caledonia	1,490	5,028	4,624	51,684	882	696	-1,084	26,525	$1,171,782	$629,695
Chittenden	6,288	28,484	25,831	269,487	5,195	3,726	932	16,108	$3,929,166	$2,548,283
Essex	276	728	668	7,432	136	56	-40	543	$134,213	$29,554
Franklin	2,367	9,975	9,243	116,913	1,619	1,287	-1,137	4,832	$2,632,199	$1,191,007
Grand Isle	508	656	605	6,897	120	94	117	962	$178,786	$39,217
Lamoille	1,615	4,297	3,842	41,243	818	560	-320	2,932	$744,695	$425,901
Orange	1,663	3,141	2,793	31,422	633	377	629	2,720	$646,336	$206,176
Orleans	1,851	4,263	3,763	45,453	773	593	718	2,548	$1,163,088	$111,575
Rutland	3,565	9,158	8,485	86,919	1,733	1,193	5,021	8,354	$1,960,681	$1,580,888
Washington	3,764	10,067	9,264	94,420	1,918	1,238	2,431	6,262	$1,448,680	$1,246,174
Windham	2,274	6,828	6,265	76,124	1,282	989	242	5,732	$1,223,172	$1,183,341
Windsor	2,792	5,876	5,387	58,763	1,067	851	-411	5,673	$999,707	$797,571
Totals	31,773	101,283	92,484	1,023,578	18,381	13,539	19,006	89,478	$18,838,351	$11,427,117

2.1.11 Electric Services & Initiatives - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$67,304,222
Fossil Fuel Savings (Costs)	$367,134	$7,784,469
Water Savings (Costs)	$669,937	$7,447,051
Total	$1,037,071	$82,535,571

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	92,484	89,824	101,283
Winter on peak	36,115	35,088	39,825
Winter off peak	25,908	25,176	28,730
Summer on peak	17,366	16,837	16,837
Summer off peak	13,090	12,725	14,084
Coincident Demand Savings (kW)			
Winter	17,794	16,710	18,381
Shoulder	0	0	0
Summer	12,951	12,252	13,539

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	83,868	89,478	1,137,209
Annualized fuel savings (increase) MMBtu	18,389	19,006	546,982
LP	12,518	12,900	299,860
NG	1,630	2,696	75,909
Oil/Kerosene	(4,688)	(4,918)	22,010
Wood	8,888	8,599	149,201
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$2,560,950	$2,698,925	$23,031,163

Net Societal Benefits	$72,910,495

2.1.12 Electric Business Energy Services Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	2,876	2,842	nap	6,063
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$2,843,643	$1,592,982	$1,288,400	$7,275,508
Marketing/Business Development	$2,920,988	$2,684,270	$3,384,800	$7,649,899
Subtotal Operating Costs	$5,764,631	$4,277,252	$4,673,200	$14,925,407
Incentive Costs				
Incentives to Participants	$10,679,801	$13,407,145	$13,059,500	$30,008,937
Incentives to Trade Allies	$8,775	$59,364	$54,600	$77,676
Subtotal Incentive Costs	$10,688,576	$13,466,509	$13,114,100	$30,086,613
Technical Assistance Costs				
Services to Participants	$4,970,143	$3,472,909	$5,111,800	$13,393,179
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$4,970,143	$3,472,909	$5,111,800	$13,393,179
Total Efficiency Vermont Costs	$21,423,350	$21,216,670	$22,899,100	$58,405,198
Total Participant Costs	$12,633,950	$9,015,193	nav	$31,222,356
Total Third Party Costs	$402,054	$176,957	nav	$820,866
Total Services and Initiatives Costs	$34,459,353	$30,408,820	nav	$90,448,420
Annualized MWh Savings	55,857	49,293	nap	146,443
Lifetime MWh Savings	731,384	625,919	nap	1,898,844
TRB Savings (2009 $)	$58,034,028	$43,055,333	nap	$155,542,338
Winter Coincident Peak kW Savings	8,155	7,258	nap	20,999
Summer Coincident Peak kW Savings	10,030	7,913	nap	25,732
Annualized MWh Savings/Participant	19.422	17.344	nap	24.154
Weighted Lifetime	13	13	nap	13
Committed Incentives	$554,405	$184,655	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

2.1.13 Electric Business Energy Services - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	115	1,660	1,535	26,172	106	385	727	40	$248,365	$237,911
Cooking and Laundry	4	51	51	664	7	5	474	695	$2,106	$18,321
Design Assistance	81	180	170	919	7	5	633	0	$168,604	$72,752
Hot Water Efficiency	25	149	138	1,490	21	18	39	46	$44,849	$17,008
Industrial Process Eff.	49	4,734	4,705	61,745	832	508	1,721	0	$497,095	$1,735,274
Lighting	2,496	31,240	30,051	415,769	5,153	5,225	-15,074	0	$9,821,978	$5,604,749
Motors	141	3,256	3,141	36,477	416	382	1,537	24,065	$496,427	$969,584
Other Efficiency	655	482	430	6,554	101	62	5,240	33	$281,000	-$129,876
Other Fuel Switch	2	7	7	203	0	8	-25	0	$352	$776
Other Indirect Activity	21	877	1,052	3,363	94	56	-143	0	$257,072	$272,301
Refrigeration	133	2,812	2,631	30,600	401	383	0	0	$333,047	$502,762
Space Heat Efficiency	33	75	73	1,251	29	7	4,530	110	$13,319	$259,231
Space Heat Fuel Switch	4	239	266	4,570	36	1	-932	0	$9,378	$97,872
Ventilation	134	3,532	3,186	36,142	53	867	9,613	0	$1,366,588	-$643,473
Totals		49,293	47,436	625,919	7,258	7,913	8,341	24,989	$13,407,145	$9,015,193

2.1.14 Electric Residential Energy Services Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	39,528	28,931	nap	97,228
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$2,534,315	$2,430,194	$1,871,400	$7,117,822
Marketing/Business Development	$2,374,613	$1,615,437	$1,934,600	$5,833,984
Subtotal Operating Costs	$4,908,929	$4,045,631	$3,806,000	$12,951,806
Incentive Costs				
Incentives to Participants	$4,401,231	$5,431,206	$5,157,600	$12,481,317
Incentives to Trade Allies	$76,211	$16,003	$8,500	$168,327
Subtotal Incentive Costs	$4,477,442	$5,447,210	$5,166,100	$12,649,644
Technical Assistance Costs				
Services to Participants	$848,518	$1,357,556	$734,000	$3,392,569
Services to Trade Allies	$136,698	$164,006	$192,500	$558,536
Subtotal Technical Assistance Costs	$985,216	$1,521,563	$926,500	$3,951,104
Total Efficiency Vermont Costs	$10,371,586	$11,014,403	$9,898,600	$29,552,554
Total Participant Costs	$4,865,426	$2,411,924	nav	$16,851,409
Total Third Party Costs	$811,547	$1,096,818	nav	$2,494,072
Total Services and Initiatives Costs	$16,048,558	$14,523,146	nav	$48,898,035
Annualized MWh Savings	54,693	51,990	nap	145,963
Lifetime MWh Savings	420,418	397,659	nap	1,130,378
TRB Savings (2009 $)	$44,404,813	$39,480,237	nap	$123,817,502
Winter Coincident Peak kW Savings	12,059	11,123	nap	32,456
Summer Coincident Peak kW Savings	6,269	5,626	nap	16,960
Annualized MWh Savings/Participant	1.384	1.797	nap	1.501
Weighted Lifetime	8	8	nap	8
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

2.1.15 Electric Residential Energy Services - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	1,286	160	184	2,489	10	81	0	0	$38,686	$26,636
Cooking and Laundry	4,915	1,578	1,234	22,033	224	168	2,353	60,185	$347,829	$1,781,136
Design Assistance	97	0	0	0	0	0	0	0	$22,612	$0
Hot Water Efficiency	1,148	352	323	2,661	40	30	440	4,221	$26,412	-$133,136
Hot Water Fuel Switch	135	437	466	13,113	72	36	-1,538	84	$87,345	$132,207
Lighting	17,687	44,077	37,343	302,863	10,106	4,727	-9,970	0	$3,484,063	$582,187
Monitoring and Metering	2,087	1,562	1,383	8,878	168	143	0	0	$179,951	-$181,994
Motors	73	28	25	453	7	3	0	0	$3,726	$10,281
Other Fuel Switch	41	66	79	1,995	7	5	-189	0	$13,722	$7,594
Other Indirect Activity	1,472	1,011	1,281	4,044	109	155	0	0	$223,655	-$155,613
Refrigeration	4,411	2,073	2,170	25,890	241	252	0	0	$938,873	$171,674
Space Heat Efficiency	542	461	393	11,139	111	7	16,827	0	$57,644	$103,344
Space Heat Fuel Switch	3	16	15	466	8	0	-171	0	$1,008	$21,706
Ventilation	677	168	152	1,635	19	18	2,915	0	$46,455	$45,902
Totals		51,990	45,048	397,659	11,123	5,626	10,666	64,489	$5,431,206	$2,411,924

2.1.16 Heating and Process Fuels Services and Initiatives Summary

				Business Energy Services		Residential Energy Services		
Services	EVT Services and Initiatives	Subtotal Business Energy Services	Subtotal Residential Energy Services	Business New Construction	Business Existing Facilities	Residential New Construction	Efficient Products	Existing Homes
Costs								
Year to Date Costs	$5,427,760	$1,168,318	$4,259,442	$96,645	$1,071,673	$10,361	$0	$4,249,081
* Annual Budget Estimate	$5,483,500	$1,453,400	$4,030,100	$83,300	$1,370,100	$11,600	$0	$4,018,500
Unspent Annual Budget Estimate	$55,740	$285,082	($229,342)	($13,345)	$298,427	$1,239	$0	($230,581)
% Annual Budget Estimate Unspent	1%	20%	-6%	-16%	22%	nap	nap	-6%
Savings Results								
MMBtu Year to Date	50,693	22,514	28,179	1,672	20,842	645	nap	27,533
MMBtu cumulative starting 1/1/09	87,092	36,466	50,625	9,541	26,925	725	nap	49,900
3-Year MMBTu Goal	67,600	22,475	45,125	4,200	18,275	160	nap	44,965
% of 3-Year MMBTu Goal	129%	162%	112%	227%	147%	453%	nap	111%
Associated Electric Benefits								
MWh Year to Date	219	36	183	(1)	37	0	nap	183
MWh cumulative starting 1/1/09	189	(210)	399	(255)	45	0	nap	399
Winter Coincident Peak kW Year to Date	105	18	88	3	15	0	nap	88
Winter Coincident Peak kW cumulative starting 1/1/09	125	(48)	172	(66)	18	0	nap	172
Summer Coincident Peak kW Year to Date	3	3	0	3	0	0	nap	0
Summer Coincident Peak kW cumulative starting 1/1/09	20	16	4	16	0	0	nap	4
Participation								
Partic.w/ installs Year to Date	1,657	176	1,481	28	148	6	nap	1,475
Partic.w/ installs cumulative starting 1/1/09	3,034	259	2,775	60	199	14	nap	2,761

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

2.1.17 Heating and Process Fuels Services and Initiatives

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	1,011	1,657	nap	3,034
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$135,538	$1,585,698	$121,500	$1,758,095
Marketing/Business Development	$137,493	$1,062,706	$215,300	$1,367,119
Subtotal Operating Costs	$273,031	$2,648,404	$336,800	$3,125,214
Incentive Costs				
Incentives to Participants	$762,073	$1,787,270	$4,143,600	$2,696,081
Incentives to Trade Allies	$19,600	$114,192	$0	$133,792
Subtotal Incentive Costs	$781,673	$1,901,462	$4,143,600	$2,829,873
Technical Assistance Costs				
Services to Participants	$825,104	$877,895	$1,003,100	$1,898,325
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$825,104	$877,895	$1,003,100	$1,898,325
Total Efficiency Vermont Costs	$1,879,808	$5,427,760	$5,483,500	$7,853,412
Total Participant Costs	$2,986,589	$5,004,026	nav	$8,292,432
Total Third Party Costs	$3,253	$197,952	nav	$201,205
Total Services and Initiatives Costs	$4,869,650	$10,629,738	nav	$16,347,049
Annualized MMBtu Savings	32,459	50,693	nap	87,092
Lifetime MMBtu Savings	616,579	900,387	nap	1,572,643
TRB Savings (2009 $)	$9,215,874	$13,123,124	nap	$23,162,632
Annualized MMBtu Savings/Participant	32.106	30.593	nap	28.705
Weighted Lifetime	19	18	nap	18
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

2.1.18 Heating and Process Fuels Services & Initiatives - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Cooking and Laundry	19	0	0	0	0	0	0	0	$0	$1,880
Hot Water Efficiency	289	0	0	-1	0	0	2,686	1,438	$147,185	$71,195
Hot Water Fuel Switch	2	8	9	233	1	0	-23	0	$0	$3,140
Industrial Process Eff.	2	0	0	0	0	0	12,400	0	$87,108	$311,191
Motors	29	0	0	0	0	0	42	0	$0	$3,231
Other Efficiency	1	0	0	0	0	0	0	0	$24	$0
Other Indirect Activity	109	0	0	0	0	0	0	0	$0	$10,710
Space Heat Efficiency	1,405	200	197	3,651	101	0	34,575	1	$1,553,735	$4,254,673
Space Heat Fuel Switch	23	13	14	316	1	0	145	0	$22,440	$214,538
Ventilation	179	-1	-1	-18	3	3	869	0	$9,771	$133,467
Totals		219	218	4,182	105	3	50,693	1,439	$1,787,270	$5,004,026

2.1.19 Heating and Process Fuels Services and Initiatives - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$249,523
Fossil Fuel Savings (Costs)	$998,733	$12,780,127
Water Savings (Costs)	$10,763	$93,486
Total	$1,009,497	$13,123,137

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	218	194	219
Winter on peak	96	86	97
Winter off peak	117	104	142
Summer on peak	2	2	2
Summer off peak	3	2	2
Coincident Demand Savings (kW)			
Winter	107	96	105
Shoulder	0	0	0
Summer	3	3	3

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	1,599	1,439	12,960
Annualized fuel savings (increase) MMBtu	57,261	50,693	900,387
LP	10,071	9,425	187,561
NG	5	4	58
Oil/Kerosene	44,309	38,383	670,778
Wood	2,879	2,890	41,989
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$209,672	$167,738	$2,514,673

Net Societal Benefits	$16,762,877

2.1.20 Heating and Process Fuels Business Energy Services Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	84	176	nap	259
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$2,606	$269,925	$30,500	$279,556
Marketing/Business Development	$0	$298,423	$53,800	$298,637
Subtotal Operating Costs	$2,606	$568,348	$84,300	$578,193
Incentive Costs				
Incentives to Participants	$126,422	$354,138	$1,043,000	$480,560
Incentives to Trade Allies	$2,400	$8,500	$0	$10,900
Subtotal Incentive Costs	$128,822	$362,638	$1,043,000	$491,460
Technical Assistance Costs				
Services to Participants	$97,972	$237,332	$326,100	$335,303
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$97,972	$237,332	$326,100	$335,303
Total Efficiency Vermont Costs	$229,400	$1,168,318	$1,453,400	$1,404,956
Total Participant Costs	$643,628	$1,005,504	nav	$1,649,132
Total Third Party Costs	$0	$1,593	nav	$1,593
Total Services and Initiatives Costs	$873,028	$2,175,415	nav	$3,055,681
Annualized MMBtu Savings	13,952	22,514	nap	36,466
Lifetime MMBtu Savings	286,227	390,895	nap	677,122
TRB Savings (2009 $)	$4,810,573	$5,428,697	nap	$10,239,270
Annualized MMBtu Savings/Participant	166.099	127.921	nap	140.796
Weighted Lifetime	21	17	nap	19
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

2.1.21 Heating and Process Fuels Business Energy Services - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Hot Water Efficiency	29	0	0	0	0	0	2,042	0	$119,403	$29,277
Industrial Process Eff.	2	0	0	0	0	0	12,400	0	$87,108	$311,191
Space Heat Efficiency	140	37	37	748	15	0	7,251	0	$144,380	$591,410
Space Heat Fuel Switch	1	0	0	3	0	0	13	0	$1,020	$19,313
Ventilation	9	-1	-1	-18	3	3	809	0	$9,310	$54,312
Totals		36	36	734	18	3	22,514	0	$354,138	$1,005,504

2.1.22 Heating and Process Fuels Residential Energy Services Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	927	1,481	nap	2,775
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$132,931	$1,315,773	$91,000	$1,478,539
Marketing/Business Development	$137,493	$764,283	$161,500	$1,068,482
Subtotal Operating Costs	$270,424	$2,080,056	$252,500	$2,547,021
Incentive Costs				
Incentives to Participants	$635,652	$1,433,131	$3,100,600	$2,215,521
Incentives to Trade Allies	$17,200	$105,692	$0	$122,892
Subtotal Incentive Costs	$652,852	$1,538,823	$3,100,600	$2,338,413
Technical Assistance Costs				
Services to Participants	$727,132	$640,563	$677,000	$1,563,021
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$727,132	$640,563	$677,000	$1,563,021
Total Efficiency Vermont Costs	$1,650,408	$4,259,442	$4,030,100	$6,448,456
Total Participant Costs	$2,342,962	$3,998,522	nav	$6,643,300
Total Third Party Costs	$3,253	$196,359	nav	$199,612
Total Services and Initiatives Costs	$3,996,623	$8,454,323	nav	$13,291,368
Annualized MMBtu Savings	18,507	28,179	nap	50,625
Lifetime MMBtu Savings	330,352	509,492	nap	895,521
TRB Savings (2009 $)	$4,405,301	$7,694,427	nap	$12,923,362
Annualized MMBtu Savings/Participant	30.051	126.193	nap	70
Weighted Lifetime	43	42	nap	42
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

2.1.23 Heating and Process Fuels Residential Energy Services - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Cooking and Laundry	19	0	0	0	0	0	0	0	$0	$1,880
Hot Water Efficiency	260	0	0	-1	0	0	643	1,438	$27,782	$41,917
Hot Water Fuel Switch	2	8	9	233	1	0	-23	0	$0	$3,140
Motors	29	0	0	0	0	0	42	0	$0	$3,231
Other Efficiency	1	0	0	0	0	0	0	0	$24	$0
Other Indirect Activity	109	0	0	0	0	0	0	0	$0	$10,710
Space Heat Efficiency	1,265	162	160	2,903	86	0	27,324	1	$1,409,355	$3,663,263
Space Heat Fuel Switch	22	13	14	313	1	0	132	0	$21,420	$195,225
Ventilation	170	0	0	0	0	0	60	0	$462	$79,155
Totals		183	182	3,449	88	0	28,179	1,439	$1,433,132	$3,998,522

3.1 Efficiency Vermont Detailed Electric Services and Initiatives Results

3.1.1 Electric Business New Construction Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	276	132	nap	611
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$320,662	$205,115	$368,200	$865,990
Marketing/Business Development	$344,083	$189,741	$288,500	$819,564
Subtotal Operating Costs	$664,745	$394,856	$656,700	$1,685,555
Incentive Costs				
Incentives to Participants	$1,201,190	$591,000	$1,488,400	$2,647,928
Incentives to Trade Allies	$2,700	$8,093	$11,600	$12,984
Subtotal Incentive Costs	$1,203,890	$599,093	$1,500,000	$2,660,912
Technical Assistance Costs				
Services to Participants	$627,324	$539,117	$866,800	$1,785,324
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$627,324	$539,117	$866,800	$1,785,324
Total Efficiency Vermont Costs	$2,495,959	$1,533,067	$3,023,500	$6,131,791
Total Participant Costs	$2,593,524	$1,114,689	nav	$6,015,409
Total Third Party Costs	$47,963	$47,963	nav	$158,389
Total Services and Initiatives Costs	$5,137,445	$2,695,718	nav	$12,305,589
Annualized MWh Savings	9,128	5,389	nap	23,116
Lifetime MWh Savings	136,621	72,328	nap	335,645
TRB Savings (2009 $)	$13,411,289	$5,339,183	nap	$33,799,877
Winter Coincident Peak kW Savings	1,273	780	nap	3,147
Summer Coincident Peak kW Savings	1,545	868	nap	3,947
Annualized MWh Savings/Participant	33.072	40.822	nap	37.834
Weighted Lifetime	15	13	nap	15
Committed Incentives	$61,840	$43,000	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

3.1.2 Electric Business New Construction - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	33	243	220	3,474	8	73	0	0	$43,901	$73,727
Design Assistance	8	0	0	2	0	0	28	0	$17,801	-$581
Hot Water Efficiency	3	18	17	170	4	5	14	0	$758	$3,158
Industrial Process Eff.	2	1,121	993	16,821	167	159	0	0	$34,027	$134,949
Lighting	121	2,634	2,415	37,156	377	351	-1,326	0	$365,973	$551,647
Motors	21	266	238	3,190	43	37	565	0	$29,261	$52,489
Other Efficiency	4	15	13	201	4	1	10	15	$8,529	$4
Other Indirect Activity	1	1	1	2	1	0	0	0	$126	$73
Refrigeration	14	978	902	10,047	163	220	0	0	$64,732	$198,796
Space Heat Efficiency	9	14	12	231	4	6	1,390	0	$2,195	$54,733
Ventilation	24	100	92	1,034	9	15	1,364	0	$28,131	$45,693
Totals		5,389	4,902	72,328	780	868	2,043	15	$591,000	$1,114,689

3.1.3 Electric Business New Construction - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$4,980,278
Fossil Fuel Savings (Costs)	$29,398	$357,260
Water Savings (Costs)	$111	$1,645
Total	$29,509	$5,339,183

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	4,902	4,777	5,389
Winter on peak	1,894	1,847	2,097
Winter off peak	1,297	1,261	1,415
Summer on peak	1,024	999	999
Summer off peak	688	669	741
Coincident Demand Savings (kW)			
Winter	729	709	780
Shoulder	0	0	0
Summer	811	786	868

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	15	15	296
Annualized fuel savings (increase) MMBtu	2,102	2,043	37,374
LP	681	653	7,794
NG	1,407	1,373	28,222
Oil/Kerosene	(52)	(43)	453
Wood	63	59	905
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$34,787	$33,817	$470,359

Net Societal Benefits	$4,571,681

3.1.4 Electric Business Existing Facilities Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	2,600	2,710	nap	5,452
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$2,522,981	$1,387,867	$920,200	$6,409,518
Marketing/Business Development	$2,576,905	$2,494,529	$3,096,300	$6,830,334
Subtotal Operating Costs	$5,099,886	$3,882,396	$4,016,500	$13,239,852
Incentive Costs				
Incentives to Participants	$9,478,611	$12,816,145	$11,571,100	$27,361,009
Incentives to Trade Allies	$6,075	$51,271	$43,000	$64,692
Subtotal Incentive Costs	$9,484,686	$12,867,416	$11,614,100	$27,425,700
Technical Assistance Costs				
Services to Participants	$4,342,819	$2,933,792	$4,245,000	$11,607,855
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$4,342,819	$2,933,792	$4,245,000	$11,607,855
Total Efficiency Vermont Costs	$18,927,391	$19,683,603	$19,875,600	$52,273,407
Total Participant Costs	$10,040,426	$7,900,504	nav	$25,206,947
Total Third Party Costs	$354,091	$128,994	nav	$662,477
Total Services and Initiatives Costs	$29,321,908	$27,713,101	nav	$78,142,830
Annualized MWh Savings	46,729	43,904	nap	123,327
Lifetime MWh Savings	594,763	553,591	nap	1,563,199
TRB Savings (2009 $)	$44,622,739	$37,716,150	nap	$121,742,461
Winter Coincident Peak kW Savings	6,882	6,478	nap	17,851
Summer Coincident Peak kW Savings	8,486	7,045	nap	21,785
Annualized MWh Savings/Participant	17.973	16.201	nap	22.620
Weighted Lifetime	13	13	nap	13
Committed Incentives	$492,565	$141,655	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

3.1.5 Electric Business Existing Facilities - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	82	1,417	1,316	22,698	98	312	727	40	$204,464	$164,184
Cooking and Laundry	4	51	51	664	7	5	474	695	$2,106	$18,321
Design Assistance	73	180	170	918	7	4	606	0	$150,803	$73,333
Hot Water Efficiency	22	131	121	1,320	17	12	25	46	$44,091	$13,850
Industrial Process Eff.	47	3,613	3,712	44,924	665	349	1,721	0	$463,069	$1,600,325
Lighting	2,375	28,607	27,636	378,614	4,775	4,874	-13,747	0	$9,456,006	$5,053,102
Motors	120	2,990	2,902	33,286	373	345	972	24,065	$467,167	$917,095
Other Efficiency	651	467	417	6,352	97	61	5,231	18	$272,470	-$129,880
Other Fuel Switch	2	7	7	203	0	8	-25	0	$352	$776
Other Indirect Activity	20	876	1,051	3,360	93	56	-143	0	$256,946	$272,228
Refrigeration	119	1,834	1,729	20,552	239	164	0	0	$268,315	$303,966
Space Heat Efficiency	24	61	60	1,020	25	1	3,140	110	$11,124	$204,498
Space Heat Fuel Switch	4	239	266	4,570	36	1	-932	0	$9,378	$97,872
Ventilation	110	3,432	3,094	35,109	44	852	8,250	0	$1,338,457	-$689,166
Totals		43,904	42,533	553,591	6,478	7,045	6,297	24,974	$12,816,145	$7,900,504

3.1.6 Electric Business Existing Facilities - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$34,497,792
Fossil Fuel Savings (Costs)	$76,095	$1,445,609
Water Savings (Costs)	$186,807	$1,772,641
Total	$262,902	$37,716,041

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	42,533	38,922	43,904
Winter on peak	16,540	14,980	17,002
Winter off peak	10,708	9,820	11,497
Summer on peak	9,147	8,407	8,407
Summer off peak	6,138	5,715	6,326
Coincident Demand Savings (kW)			
Winter	6,474	5,890	6,478
Shoulder	0	0	0
Summer	7,057	6,376	7,045

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	26,618	24,974	252,873
Annualized fuel savings (increase) MMBtu	5,547	6,297	111,589
LP	1,395	1,407	39,857
NG	(4,286)	(3,748)	(57,662)
Oil/Kerosene	1,052	1,680	21,884
Wood	7,350	6,967	107,510
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$721,142	$688,333	$8,347,520

Net Societal Benefits	$28,643,134

3.1.7 Electric Residential New Construction Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	927	789	nap	2,444
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$861,670	$726,056	$607,000	$2,443,389
Marketing/Business Development	$266,776	$226,210	$393,000	$822,634
Subtotal Operating Costs	$1,128,446	$952,267	$1,000,000	$3,266,023
Incentive Costs				
Incentives to Participants	$397,237	$354,573	$514,000	$1,179,557
Incentives to Trade Allies	$0	$0	$0	$4,987
Subtotal Incentive Costs	$397,237	$354,573	$514,000	$1,184,543
Technical Assistance Costs				
Services to Participants	$752,876	$734,973	$568,000	$2,189,326
Services to Trade Allies	$172	$0	$0	$27,675
Subtotal Technical Assistance Costs	$753,048	$734,973	$568,000	$2,217,001
Total Efficiency Vermont Costs	$2,278,731	$2,041,813	$2,082,000	$6,667,566
Total Participant Costs	$390,929	$23,635	nav	$705,233
Total Third Party Costs	$207,798	$148,198	nav	$541,620
Total Services and Initiatives Costs	$2,877,458	$2,213,646	nav	$7,914,419
Annualized MWh Savings	1,390	1,427	nap	4,484
Lifetime MWh Savings	22,848	25,378	nap	77,946
TRB Savings (2009 $)	$8,901,755	$7,832,267	nap	$24,961,202
Winter Coincident Peak kW Savings	325	326	nap	999
Summer Coincident Peak kW Savings	206	139	nap	534
Annualized MWh Savings/Participant	1.500	1.809	nap	1.835
Weighted Lifetime	16	18	nap	17
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

3.1.8 Electric Residential New Construction - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	95	73	69	1,514	10	55	0	0	$6,194	$25,271
Cooking and Laundry	283	49	39	673	9	6	249	2,272	$7,049	$10,097
Hot Water Efficiency	351	2	1	33	0	0	307	555	$14	-$136,229
Lighting	767	668	623	9,254	185	55	-53	0	$122,904	$107,520
Motors	29	14	12	227	4	1	0	0	$1,277	$2,921
Other Fuel Switch	26	51	64	1,522	5	4	-142	0	$6,803	$4,361
Other Indirect Activity	200	0	0	0	0	0	0	0	$150,485	-$158,215
Refrigeration	481	74	67	1,256	8	9	0	0	$7,439	$20,672
Space Heat Efficiency	407	408	346	10,058	94	0	16,698	0	$39,944	$116,744
Ventilation	400	89	78	842	10	10	1,546	0	$15,123	$30,492
Totals		1,427	1,300	25,378	326	139	18,604	2,827	$354,573	$23,635

3.1.9 Electric Residential New Construction - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$1,455,130
Fossil Fuel Savings (Costs)	$396,418	$6,140,642
Water Savings (Costs)	$21,113	$236,496
Total	$417,531	$7,832,268

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	1,300	1,272	1,427
Winter on peak	480	471	534
Winter off peak	515	508	570
Summer on peak	144	138	138
Summer off peak	156	150	166
Coincident Demand Savings (kW)			
Winter	303	296	326
Shoulder	0	0	0
Summer	127	126	139

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	2,661	2,827	36,392
Annualized fuel savings (increase) MMBtu	17,861	18,604	445,145
LP	9,563	9,964	239,216
NG	5,815	6,060	142,038
Oil/Kerosene	855	878	21,269
Wood	1,628	1,695	42,620
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$28,129	$25,936	$467,990

Net Societal Benefits	$6,054,702

3.1.10 Electric Efficient Products Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	33,767	23,900	nap	83,250
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$870,519	$909,030	$994,000	$2,440,305
Marketing/Business Development	$1,639,403	$1,095,555	$1,273,900	$3,814,087
Subtotal Operating Costs	$2,509,922	$2,004,585	$2,267,900	$6,254,392
Incentive Costs				
Incentives to Participants	$3,154,788	$3,855,254	$3,681,100	$8,505,176
Incentives to Trade Allies	$7,175	$0	$0	$7,175
Subtotal Incentive Costs	$3,161,963	$3,855,254	$3,681,100	$8,512,351
Technical Assistance Costs				
Services to Participants	$0	$0	$0	$0
Services to Trade Allies	$67,908	$107,423	$167,500	$237,646
Subtotal Technical Assistance Costs	$67,908	$107,423	$167,500	$237,646
Total Efficiency Vermont Costs	$5,739,794	$5,967,262	$6,116,500	$15,004,389
Total Participant Costs	$3,791,921	$2,159,957	nav	$13,406,855
Total Third Party Costs	$394,179	$827,138	nav	$1,540,090
Total Services and Initiatives Costs	$9,925,894	$8,954,358	nav	$29,951,335
Annualized MWh Savings	50,212	47,927	nap	133,262
Lifetime MWh Savings	346,634	330,292	nap	924,216
TRB Savings (2009 $)	$32,050,756	$29,536,699	nap	$89,233,922
Winter Coincident Peak kW Savings	11,083	10,286	nap	29,768
Summer Coincident Peak kW Savings	5,774	5,222	nap	15,652
Annualized MWh Savings/Participant	1.487	2.005	nap	1.601
Weighted Lifetime	7	7	nap	7
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

3.1.11 Electric Efficient Products - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	1,164	85	112	930	0	19	0	0	$29,469	$15
Cooking and Laundry	4,429	1,392	1,073	19,482	194	146	2,082	56,135	$228,199	$1,765,380
Lighting	13,910	42,617	36,000	284,511	9,668	4,604	-9,867	0	$3,138,703	$427,759
Monitoring and Metering	1,827	1,534	1,358	8,765	165	139	0	0	$165,223	-$181,994
Motors	3	4	4	42	0	2	0	0	$756	$600
Other Indirect Activity	1,113	1,010	1,281	4,042	109	155	0	0	$72,894	$2,602
Refrigeration	2,347	1,285	1,469	12,521	150	156	0	0	$248,924	$145,594
Totals		47,927	41,295	330,292	10,286	5,222	-7,785	56,135	$3,855,254	$2,159,957

3.1.12 Electric Efficient Products - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$24,564,293
Fossil Fuel Savings (Costs)	($140,825)	($54,430)
Water Savings (Costs)	$420,558	$5,027,118
Total	$279,733	$29,536,981

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	41,295	42,513	47,927
Winter on peak	16,312	16,946	19,233
Winter off peak	12,562	12,796	14,355
Summer on peak	6,689	6,948	6,948
Summer off peak	5,733	5,831	6,452
Coincident Demand Savings (kW)			
Winter	9,804	9,351	10,286
Shoulder	0	0	0
Summer	4,707	4,725	5,222

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	48,892	56,135	787,245
Annualized fuel savings (increase) MMBtu	(6,787)	(7,785)	(14,055)
LP	905	905	14,486
NG	453	453	7,243
Oil/Kerosene	(8,145)	(8,873)	(35,785)
Wood	0	0	0
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$1,758,975	$1,932,443	$13,541,774

Net Societal Benefits	$33,449,246

3.1.13 Electric Existing Homes Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	4,764	4,242	nap	11,534
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$802,126	$795,107	$270,400	$2,234,128
Marketing/Business Development	$468,434	$293,671	$267,700	$1,197,263
Subtotal Operating Costs	$1,270,560	$1,088,779	$538,100	$3,431,391
Incentive Costs				
Incentives to Participants	$849,206	$1,221,379	$962,500	$2,796,585
Incentives to Trade Allies	$69,036	$16,003	$8,500	$156,165
Subtotal Incentive Costs	$918,242	$1,237,383	$971,000	$2,952,750
Technical Assistance Costs				
Services to Participants	$95,642	$622,583	$166,000	$1,203,243
Services to Trade Allies	$68,618	$56,583	$25,000	$293,215
Subtotal Technical Assistance Costs	$164,260	$679,167	$191,000	$1,496,458
Total Efficiency Vermont Costs	$2,353,062	$3,005,328	$1,700,100	$7,880,599
Total Participant Costs	$682,577	$228,333	nav	$2,739,321
Total Third Party Costs	$209,569	$121,482	nav	$412,362
Total Services and Initiatives Costs	$3,245,207	$3,355,142	nav	$11,032,281
Annualized MWh Savings	3,091	2,636	nap	8,217
Lifetime MWh Savings	50,937	41,988	nap	128,215
TRB Savings (2009 $)	$3,452,302	$2,111,271	nap	$9,622,377
Winter Coincident Peak kW Savings	651	510	nap	1,689
Summer Coincident Peak kW Savings	289	265	nap	774
Annualized MWh Savings/Participant	0.649	0.622	nap	0.712
Weighted Lifetime	16	16	nap	16
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

3.1.14 Electric Existing Homes - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	27	2	2	45	0	7	0	0	$3,023	$1,350
Cooking and Laundry	203	137	122	1,878	21	16	22	1,778	$112,582	$5,659
Design Assistance	97	0	0	0	0	0	0	0	$22,612	$0
Hot Water Efficiency	797	350	322	2,628	40	29	133	3,666	$26,398	$3,093
Hot Water Fuel Switch	135	437	466	13,113	72	36	-1,538	84	$87,345	$132,207
Lighting	3,010	792	720	9,098	252	68	-49	0	$222,456	$46,908
Monitoring and Metering	260	28	25	113	3	4	0	0	$14,727	$0
Motors	41	10	9	184	4	0	0	0	$1,694	$6,760
Other Fuel Switch	15	16	15	473	2	2	-47	0	$6,920	$3,233
Other Indirect Activity	159	1	0	2	0	0	0	0	$276	$0
Refrigeration	1,583	714	635	12,114	83	87	0	0	$682,509	$5,408
Space Heat Efficiency	135	53	47	1,081	17	7	129	0	$17,700	-$13,401
Space Heat Fuel Switch	3	16	15	466	8	0	-171	0	$1,008	$21,706
Ventilation	277	79	74	792	9	8	1,369	0	$31,333	$15,410
Totals		2,636	2,453	41,988	510	265	-153	5,528	$1,221,379	$228,333

3.1.15 Electric Existing Homes - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$1,806,729
Fossil Fuel Savings (Costs)	$6,048	($104,611)
Water Savings (Costs)	$41,348	$409,152
Total	$47,396	$2,111,269

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	2,453	2,340	2,636
Winter on peak	889	845	959
Winter off peak	827	790	892
Summer on peak	362	345	345
Summer off peak	375	360	399
Coincident Demand Savings (kW)			
Winter	484	464	510
Shoulder	0	0	0
Summer	249	240	265

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	5,683	5,528	60,403
Annualized fuel savings (increase) MMBtu	(333)	(153)	(33,071)
LP	(26)	(29)	(1,492)
NG	(1,758)	(1,441)	(43,932)
Oil/Kerosene	1,603	1,441	14,188
Wood	(153)	(122)	(1,835)
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$17,917	$18,396	$203,520

Net Societal Benefits	$191,732

3.1.16 Heating and Process Fuels Business New Construction Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	33	28	nap	60
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$506	$15,442	$1,800	$15,948
Marketing/Business Development	$0	$17,072	$3,100	$17,072
Subtotal Operating Costs	$506	$32,515	$4,900	$33,020
Incentive Costs				
Incentives to Participants	$23,685	$20,268	$59,700	$43,953
Incentives to Trade Allies	$1,600	$500	$0	$2,100
Subtotal Incentive Costs	$25,285	$20,768	$59,700	$46,053
Technical Assistance Costs				
Services to Participants	$18,717	$43,362	$18,700	$62,079
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$18,717	$43,362	$18,700	$62,079
Total Efficiency Vermont Costs	$44,508	$96,645	$83,300	$141,152
Total Participant Costs	$390,086	$82,082	nav	$472,168
Total Third Party Costs	$0	$0	nav	$0
Total Services and Initiatives Costs	$434,594	$178,726	nav	$613,320
Annualized MMBtu Savings	7,869	1,672	nap	9,541
Lifetime MMBtu Savings	159,023	36,168	nap	195,191
TRB Savings (2009 $)	$2,928,968	$674,166	nap	$3,603,134
Annualized MMBtu Savings/Participant	238.452	59.722	nap	159.018
Weighted Lifetime	20	22	nap	20
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

3.1.17 Heating and Process Fuels Business New Construction - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Space Heat Efficiency	25	0	0	0	0	0	1,358	0	$13,791	$45,389
Ventilation	8	-1	-1	-18	3	3	314	0	$6,882	$36,692
Totals		-1	-1	-18	3	3	1,672	0	$20,268	$82,082

3.1.18 Heating and Process Fuels Business New Construction - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$4,598
Fossil Fuel Savings (Costs)	$35,304	$669,568
Water Savings (Costs)	$0	$0
Total	$35,304	$674,166

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	(1)	(1)	(1)
Winter on peak	(0)	(0)	(0)
Winter off peak	(1)	(0)	(1)
Summer on peak	0	0	0
Summer off peak	(0)	(0)	(0)
Coincident Demand Savings (kW)			
Winter	3	3	3
Shoulder	0	0	0
Summer	3	3	3

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	0	0	0
Annualized fuel savings (increase) MMBtu	1,726	1,672	36,168
LP	1,463	1,416	31,951
NG	0	0	0
Oil/Kerosene	263	256	4,217
Wood	0	0	0
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$0	$0	$0

Net Societal Benefits	$653,213

3.1.19 Heating and Process Fuels Business Existing Facilities Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	51	148	nap	199
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$2,101	$254,482	$28,700	$263,608
Marketing/Business Development	$0	$281,351	$50,700	$281,565
Subtotal Operating Costs	$2,101	$535,833	$79,400	$545,172
Incentive Costs				
Incentives to Participants	$102,737	$333,870	$983,300	$436,607
Incentives to Trade Allies	$800	$8,000	$0	$8,800
Subtotal Incentive Costs	$103,537	$341,870	$983,300	$445,407
Technical Assistance Costs				
Services to Participants	$79,255	$193,970	$307,400	$273,224
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$79,255	$193,970	$307,400	$273,224
Total Efficiency Vermont Costs	$184,892	$1,071,673	$1,370,100	$1,263,804
Total Participant Costs	$253,541	$923,423	nav	$1,176,964
Total Third Party Costs	$0	$1,593	nav	$1,593
Total Services and Initiatives Costs	$438,434	$1,996,689	nav	$2,442,360
Annualized MMBtu Savings	6,083	20,842	nap	26,925
Lifetime MMBtu Savings	127,204	354,727	nap	481,931
TRB Savings (2009 $)	$1,881,605	$4,754,532	nap	$6,636,136
Annualized MMBtu Savings/Participant	119.282	140.824	nap	135.302
Weighted Lifetime	21	17	nap	18
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

3.1.20 Heating and Process Fuels Business Existing Facilities - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Hot Water Efficiency	29	0	0	0	0	0	2,042	0	$119,403	$29,277
Industrial Process Eff.	2	0	0	0	0	0	12,400	0	$87,108	$311,191
Space Heat Efficiency	115	37	37	748	15	0	5,893	0	$130,589	$546,021
Space Heat Fuel Switch	1	0	0	3	0	0	13	0	$1,020	$19,313
Ventilation	1	0	0	0	0	0	494	0	$2,428	$17,620
Totals		37	37	751	15	0	20,842	0	$333,870	$923,423

3.1.21 Heating and Process Fuels Business Existing Facilities - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$39,585
Fossil Fuel Savings (Costs)	$399,148	$4,714,948
Water Savings (Costs)	$0	$0
Total	$399,148	$4,754,532

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	37	33	37
Winter on peak	14	13	15
Winter off peak	23	20	23
Summer on peak	0	0	0
Summer off peak	0	0	0
Coincident Demand Savings (kW)			
Winter	15	14	15
Shoulder	0	0	0
Summer	0	0	0

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	0	0	0
Annualized fuel savings (increase) MMBtu	24,518	20,842	354,727
LP	1,723	1,689	33,052
NG	0	0	0
Oil/Kerosene	22,828	19,167	321,221
Wood	(33)	(14)	455
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	($54)	($43)	($643)

Net Societal Benefits	$4,774,789

3.1.22 Heating and Process Fuels Residential New Construction Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	8	6	nap	14
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$76	$2,891	$300	$2,967
Marketing/Business Development	$79	$2,180	$500	$2,259
Subtotal Operating Costs	$156	$5,071	$800	$5,226
Incentive Costs				
Incentives to Participants	$413	$4,408	$8,900	$4,821
Incentives to Trade Allies	$0	$0	$0	$0
Subtotal Incentive Costs	$413	$4,408	$8,900	$4,821
Technical Assistance Costs				
Services to Participants	$381	$882	$1,900	$1,263
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$381	$882	$1,900	$1,263
Total Efficiency Vermont Costs	$949	$10,361	$11,600	$11,311
Total Participant Costs	$2,787	$28,759	nav	$31,546
Total Third Party Costs	$0	$0	nav	$0
Total Services and Initiatives Costs	$3,737	$39,120	nav	$42,857
Annualized MMBtu Savings	80	645	nap	725
Lifetime MMBtu Savings	1,999	15,529	nap	17,528
TRB Savings (2009 $)	$37,432	$261,266	nap	$298,699
Annualized MMBtu Savings/Participant	10.000	107.527	nap	51.793
Weighted Lifetime	25	24	nap	24
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

3.1.23 Heating and Process Fuels Residential New Construction - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Space Heat Efficiency	6	0	0	0	0	0	585	0	$4,035	$13,212
Ventilation	1	0	0	0	0	0	60	0	$462	$15,547
Totals		0	0	0	0	0	645	0	$4,408	$28,759

3.1.24 Heating and Process Fuels Residential New Construction - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$0
Fossil Fuel Savings (Costs)	$13,796	$261,266
Water Savings (Costs)	$0	$0
Total	$13,796	$261,266

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	0	0	0
Winter on peak	0	0	0
Winter off peak	0	0	0
Summer on peak	0	0	0
Summer off peak	0	0	0
Coincident Demand Savings (kW)			
Winter	0	0	0
Shoulder	0	0	0
Summer	0	0	0

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	0	0	0
Annualized fuel savings (increase) MMBtu	645	645	15,529
LP	163	163	4,064
NG	0	0	0
Oil/Kerosene	483	483	11,465
Wood	0	0	0
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$0	$0	$0

Net Societal Benefits	$265,160

3.1.25 Heating and Process Fuels Efficient Products Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	nap	nap	nap	nap
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	nap	nap	nap	nap
Marketing/Business Development	nap	nap	nap	nap
Subtotal Operating Costs	nap	nap	nap	nap
Incentive Costs				
Incentives to Participants	nap	nap	nap	nap
Incentives to Trade Allies	nap	nap	nap	nap
Subtotal Incentive Costs	nap	nap	nap	nap
Technical Assistance Costs				
Services to Participants	nap	nap	nap	nap
Services to Trade Allies	nap	nap	nap	nap
Subtotal Technical Assistance Costs	nap	nap	nap	nap
Total Efficiency Vermont Costs	nap	nap	nap	nap
Total Participant Costs	nap	nap	nap	nap
Total Third Party Costs	nap	nap	nap	nap
Total Services and Initiatives Costs	nap	nap	nap	nap
Annualized MMBtu Savings	nap	nap	nap	nap
Lifetime MMBtu Savings	nap	nap	nap	nap
TRB Savings (2009 $)	nap	nap	nap	nap
Annualized MMBtu Savings/Participant	nap	nap	nap	nap
Weighted Lifetime	nap	nap	nap	nap
Committed Incentives	nap	nap	nap	nap

3.1.26 Heating and Process Fuels Efficient Products - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Totals	nap	nap	nap	nap	nap	nap	nap	nap	nap	nap

3.1.27 Heating and Process Fuels Efficient Products - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	nap
Fossil Fuel Savings (Costs)	nap	nap
Water Savings (Costs)	nap	nap
Total	nap	nap

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	nap	nap	nap
Winter on peak	nap	nap	nap
Winter off peak	nap	nap	nap
Summer on peak	nap	nap	nap
Summer off peak	nap	nap	nap
Coincident Demand Savings (kW)			
Winter	nap	nap	nap
Shoulder	nap	nap	nap
Summer	nap	nap	nap

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	nap	nap	nap
Annualized fuel savings (increase) MMBtu	nap	nap	nap
LP	nap	nap	nap
NG	nap	nap	nap
Oil/Kerosene	nap	nap	nap
Wood	nap	nap	nap
Solar	nap	nap	nap
Other	nap	nap	nap
Annualized savings (increase) in O&M($)	nap	nap	nap

Net Societal Benefits	nap

3.1.28 Heating and Process Fuels Existing Homes Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	919	1,475	nap	2,761
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$132,855	$1,312,882	$90,700	$1,475,572
Marketing/Business Development	$137,414	$762,103	$161,000	$1,066,223
Subtotal Operating Costs	$270,269	$2,074,985	$251,700	$2,541,795
Incentive Costs				
Incentives to Participants	$635,239	$1,428,723	$3,091,700	$2,210,700
Incentives to Trade Allies	$17,200	$105,692	$0	$122,892
Subtotal Incentive Costs	$652,439	$1,534,415	$3,091,700	$2,333,592
Technical Assistance Costs				
Services to Participants	$726,751	$639,681	$675,100	$1,561,758
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$726,751	$639,681	$675,100	$1,561,758
Total Efficiency Vermont Costs	$1,649,458	$4,249,081	$4,018,500	$6,437,145
Total Participant Costs	$2,340,175	$3,969,763	nav	$6,611,754
Total Third Party Costs	$3,253	$196,359	nav	$199,612
Total Services and Initiatives Costs	$3,992,886	$8,415,203	nav	$13,248,511
Annualized MMBtu Savings	18,427	27,533	nap	49,900
Lifetime MMBtu Savings	328,354	493,963	nap	877,993
TRB Savings (2009 $)	$4,367,869	$7,433,161	nap	$12,624,663
Annualized MMBtu Savings/Participant	20.051	18.667	nap	18.073
Weighted Lifetime	18	18	nap	18
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

3.1.29 Heating and Process Fuels Existing Homes - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Cooking and Laundry	19	0	0	0	0	0	0	0	$0	$1,880
Hot Water Efficiency	260	0	0	-1	0	0	643	1,438	$27,782	$41,917
Hot Water Fuel Switch	2	8	9	233	1	0	-23	0	$0	$3,140
Motors	29	0	0	0	0	0	42	0	$0	$3,231
Other Efficiency	1	0	0	0	0	0	0	0	$24	$0
Other Indirect Activity	109	0	0	0	0	0	0	0	$0	$10,710
Space Heat Efficiency	1,259	162	160	2,903	86	0	26,739	1	$1,405,320	$3,650,051
Space Heat Fuel Switch	22	13	14	313	1	0	132	0	$21,420	$195,225
Ventilation	169	0	0	0	0	0	0	0	$0	$63,608
Totals		183	182	3,449	88	0	27,533	1,439	$1,428,723	$3,969,763

3.1.30 Heating and Process Fuels Existing Homes - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$205,341
Fossil Fuel Savings (Costs)	$550,486	$7,134,346
Water Savings (Costs)	$10,763	$93,486
Total	$561,249	$7,433,172

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	182	162	183
Winter on peak	82	73	83
Winter off peak	95	85	120
Summer on peak	2	2	2
Summer off peak	3	2	3
Coincident Demand Savings (kW)			
Winter	89	80	88
Shoulder	0	0	0
Summer	0	0	0

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	1,599	1,439	12,960
Annualized fuel savings (increase) MMBtu	30,373	27,533	493,963
LP	6,722	6,157	118,495
NG	5	4	58
Oil/Kerosene	20,736	18,477	333,875
Wood	2,912	2,904	41,535
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$209,726	$167,781	$2,515,316

Net Societal Benefits	$11,069,715

4.1 Customer Credit Program

4.1.1 Narrative

The Customer Credit program (CCP) provides an alternative program path for large businesses that meet program eligibility criteria. The program enables customers with the capability and resources to identify, analyze, and undertake efficiency projects, and self-implement energy efficiency measures with financial assistance from Efficiency Vermont. CCP customers can apply for financial incentives for any retrofit or market-driven project that saves electrical energy and passes the Vermont societal cost-effectiveness test. Once a customer elects to participate in CCP, that customer is no longer eligible to participate in other Efficiency Vermont programs.

All projects must be customer-initiated. In addition, the customer or its contractors must complete all technical analysis. Customers can receive cash incentives capped at 90% of their projected three-year contribution to the statewide energy efficiency fund at any time. Customers can draw on contributions from the current year and either the previous or ensuing year. Market-driven projects are eligible for incentives equal to 100% of the incremental measure cost. For retrofit projects, customers can receive incentives that reduce the customer payback time to 12 months.

Eligible Market

To be eligible for CCP, customers must:

- Never have accepted cash incentives from any Vermont utility Demand Side Management (DSM) program;
- Have ISO 14001 certification.

4.1.2 Customer Credit Summary

	Prior Year	Current Year 2011	* Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	1	0	nap	1
Services and Initiatives Costs				
Operating Costs				
Services and Initiatives	$0	$0	$0	$3,703
Marketing/Business Development	$0	$0	$0	$0
Subtotal Operating Costs	$0	$0	$0	$3,703
Incentive Costs				
Incentives to Participants	$179,264	$0	$0	$1,055,920
Incentives to Trade Allies	$0	$0	$0	$0
Subtotal Incentive Costs	$179,264	$0	$0	$1,055,920
Technical Assistance Costs				
Services to Participants	$0	$0	$0	$5,007
Services to Trade Allies	$0	$0	$0	$0
Subtotal Technical Assistance Costs	$0	$0	$0	$5,007
Total Efficiency Vermont Costs	$179,264	$0	$0	$1,064,631
Total Participant Costs	$24,211	$0	nap	$248,456
Total Third Party Costs	$0	$0	nap	$0
Total Services and Initiatives Costs	$203,475	$0	nap	$1,313,087
Annualized MWh Savings	322	0	nap	4,601
Lifetime MWh Savings	4,186	0	nap	66,725
TRB Savings (2009 $)	$341,434	$0	nap	$6,579,536
Winter Coincident Peak kW Savings	64	0	nap	371
Summer Coincident Peak kW Savings	64	0	nap	752
Annualized MWh Savings/Participant	322.201	0.000	nap	4,601
Weighted Lifetime	13	0	nap	15
Committed Incentives	nap	nap	nap	nap

* Annual projections are estimates only and provided for informational purposes.
The Efficiency Vermont contract is based on three-year cumulative budgets and savings goals.

Note: The above budgets include the Customer Credit Net Pay Option Incentive Funds.

4.1.3 Customer Credit - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Totals	0	0	0	0	0	0	0	0	0	0

4.1.4 Customer Credit - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$0
Fossil Fuel Savings (Costs)	$0	$0
Water Savings (Costs)	$0	$0
Total	$0	$0

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	0	0	0
Winter on peak	0	0	0
Winter off peak	0	0	0
Summer on peak	0	0	0
Summer off peak	0	0	0
Coincident Demand Savings (kW)			
Winter	0	0	0
Shoulder	0	0	0
Summer	0	0	0

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	0	0	0
Annualized fuel savings (increase) MMBtu	0	0	0
LP	0	0	0
NG	0	0	0
Oil/Kerosene	0	0	0
Wood	0	0	0
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$0	$0	$0

4.2 Geographic Targeting

4.2.1 Electric Geographic Targeting Regions Combined Summary

	Prior Year	Current Year 2011	Cumulative starting 1/1/09
# participants with installations	8,532	6,655	21,989
Services and Initiatives Costs			
Operating Costs			
Services and Initiatives	$1,704,706	$855,850	$4,398,751
Marketing/Business Development	$1,907,488	$1,057,500	$4,432,617
Subtotal Operating Costs	$3,612,194	$1,913,349	$8,831,368
Incentive Costs			
Incentives to Participants	$5,597,600	$4,909,119	$15,066,821
Incentives to Trade Allies	$24,384	$18,921	$63,329
Subtotal Incentive Costs	$5,621,984	$4,928,040	$15,130,150
Technical Assistance Costs			
Services to Participants	$2,058,014	$1,050,453	$5,486,237
Services to Trade Allies	$39,437	$41,591	$146,328
Subtotal Technical Assistance Costs	$2,097,451	$1,092,044	$5,632,565
Total Efficiency Vermont Costs	$11,331,630	$7,933,433	$29,594,083
Total Participant Costs	$5,648,642	$3,837,976	$14,473,002
Total Third Party Costs	$245,626	$66,034	$428,224
Total Services and Initiatives Costs	$17,225,898	$11,837,443	$44,495,309
Annualized MWh Savings	35,826	26,016	91,115
Lifetime MWh Savings	370,433	259,495	959,647
TRB Savings (2009 $)	$30,045,327	$18,927,375	$80,710,847
Winter Coincident Peak kW Savings	6,660	4,717	16,475
Summer Coincident Peak kW Savings	5,629	3,489	14,101
Annualized MWh Savings/Participant	4.199	3.909	4.144
Weighted Lifetime	10	10	11
Committed Incentives	$3,969,270	$1,175,064	nap

4.2.2 Electric Geographic Targeting Regions Combined - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$17,378,845
Fossil Fuel Savings (Costs)	($41,083)	$171,594
Water Savings (Costs)	$116,502	$1,377,025
Total	$75,420	$18,927,465

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	23,949	23,076	26,016
Winter on peak	9,126	8,836	10,029
Winter off peak	6,957	6,659	7,471
Summer on peak	4,380	4,237	4,237
Summer off peak	3,485	3,346	3,703
Coincident Demand Savings (kW)			
Winter	4,678	4,288	4,717
Shoulder	0	0	0
Summer	3,331	3,158	3,489

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	13,742	15,552	214,970
Annualized fuel savings (increase) MMBtu	(3,039)	(3,016)	(22,433)
LP	877	837	14,110
NG	(3,062)	(2,520)	(50,146)
Oil/Kerosene	(1,421)	(1,832)	(1,268)
Wood	560	590	14,872
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$849,078	$708,251	$5,935,029

4.2.3 Electric Geographic Targeting Chittenden North Summary

	Prior Year	Current Year 2011	Cumulative starting 1/1/09
# participants with installations	2,468	2,166	6,725
Services and Initiatives Costs			
Operating Costs			
Services and Initiatives	$589,026	$362,441	$1,619,067
Marketing/Business Development	$689,381	$409,541	$1,680,055
Subtotal Operating Costs	$1,278,407	$771,982	$3,299,122
Incentive Costs			
Incentives to Participants	$1,815,993	$1,470,490	$4,540,834
Incentives to Trade Allies	$9,795	$7,502	$29,764
Subtotal Incentive Costs	$1,825,788	$1,477,992	$4,570,598
Technical Assistance Costs			
Services to Participants	$626,512	$423,053	$1,816,987
Services to Trade Allies	$17,595	$19,601	$69,205
Subtotal Technical Assistance Costs	$644,107	$442,653	$1,886,192
Total Efficiency Vermont Costs	$3,748,303	$2,692,628	$9,755,912
Total Participant Costs	$2,252,826	$1,230,368	$5,419,763
Total Third Party Costs	$63,068	$23,785	$139,510
Total Services and Initiatives Costs	$6,064,197	$3,946,781	$15,315,185
Annualized MWh Savings	13,816	11,205	35,261
Lifetime MWh Savings	136,052	107,450	355,863
TRB Savings (2009 $)	$9,830,750	$7,450,289	28,294,806
Winter Coincident Peak kW Savings	2,595	2,048	6,435
Summer Coincident Peak kW Savings	2,153	1,475	5,301
Annualized MWh Savings/Participant	5.598	5.173	5.243
Weighted Lifetime	10	10	10
Committed Incentives	$1,463,175	$229,440	nap

4.2.4 Electric Geographic Targeting Chittenden North - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	105	204	192	3,578	15	45	-692	0	$19,094	$46,187
Cooking and Laundry	410	128	98	1,786	18	13	192	5,147	$20,855	$161,510
Design Assistance	19	134	129	670	0	0	0	0	$29,468	$23,040
Hot Water Efficiency	17	16	14	148	3	1	16	53	$4,192	$164
Hot Water Fuel Switch	71	197	208	5,923	29	15	-710	0	$45,658	$47,230
Industrial Process Eff.	2	647	644	6,469	65	65	-486	0	$1,662	$356
Lighting	1,215	8,797	7,812	75,626	1,765	1,097	-2,848	0	$1,261,386	$722,519
Monitoring and Metering	7	1	1	5	0	0	0	0	$98	$109
Motors	6	112	109	1,430	9	8	226	0	$9,264	$28,728
Other Efficiency	20	0	0	0	0	0	0	0	$6,977	-$6,800
Other Fuel Switch	5	5	5	152	1	1	-15	0	$1,127	$2,386
Other Indirect Activity	1	0	0	0	0	0	0	0	$655	-$800
Refrigeration	397	836	808	9,422	133	197	0	0	$74,798	$176,616
Space Heat Efficiency	64	21	18	379	4	5	404	0	$3,553	$10,215
Space Heat Fuel Switch	2	17	19	503	4	0	-58	0	$1,008	$12,131
Ventilation	8	92	91	1,360	1	28	273	0	$1,726	$6,779
Totals		11,205	10,148	107,450	2,048	1,475	-3,697	5,200	$1,470,490	$1,230,368

4.2.5 Electric Geographic Targeting Chittenden North - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$7,294,058
Fossil Fuel Savings (Costs)	($58,576)	($308,104)
Water Savings (Costs)	$38,959	$464,378
Total	($19,617)	$7,450,331

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	10,148	9,939	11,205
Winter on peak	3,867	3,810	4,324
Winter off peak	3,035	2,954	3,314
Summer on peak	1,793	1,762	1,762
Summer off peak	1,453	1,415	1,566
Coincident Demand Savings (kW)			
Winter	2,023	1,862	2,048
Shoulder	0	0	0
Summer	1,387	1,335	1,475

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	4,538	5,200	72,660
Annualized fuel savings (increase) MMBtu	(3,846)	(3,697)	(46,757)
LP	78	79	1,272
NG	(1,831)	(1,545)	(33,884)
Oil/Kerosene	(2,095)	(2,179)	(14,145)
Wood	0	0	0
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$302,950	$318,597	$2,513,383

4.2.6 Electric Geographic Targeting Saint Albans Summary

	Prior Year	Current Year 2011	Cumulative starting 1/1/09
# participants with installations	2,009	1,572	5,355
Services and Initiatives Costs			
Operating Costs			
Services and Initiatives	$411,093	$182,243	$848,515
Marketing/Business Development	$450,924	$269,112	$918,081
Subtotal Operating Costs	$862,016	$451,355	$1,766,596
Incentive Costs			
Incentives to Participants	$1,070,181	$1,433,018	$3,340,386
Incentives to Trade Allies	$4,500	$4,803	$13,097
Subtotal Incentive Costs	$1,074,681	$1,437,822	$3,353,484
Technical Assistance Costs			
Services to Participants	$542,403	$267,401	$1,108,369
Services to Trade Allies	$6,826	$6,201	$27,762
Subtotal Technical Assistance Costs	$549,229	$273,602	$1,136,131
Total Efficiency Vermont Costs	$2,485,927	$2,162,779	$6,256,210
Total Participant Costs	$1,050,962	$1,057,602	$3,240,298
Total Third Party Costs	$27,181	$24,446	$85,866
Total Services and Initiatives Costs	$3,564,069	$3,244,827	$9,582,374
Annualized MWh Savings	8,348	5,742	19,898
Lifetime MWh Savings	86,645	65,216	212,990
TRB Savings (2009 $)	$6,672,626	$4,385,860	$17,365,375
Winter Coincident Peak kW Savings	1,413	947	3,361
Summer Coincident Peak kW Savings	1,168	705	2,788
Annualized MWh Savings/Participant	2.963	3.653	3.716
Weighted Lifetime	10	11	11
Committed Incentives	$35,005	$186,679	nap

4.2.7 Electric Geographic Targeting Saint Albans - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	97	202	196	4,610	25	27	0	0	$15,443	$6,775
Cooking and Laundry	319	103	79	1,438	14	11	151	4,083	$18,493	$126,750
Design Assistance	3	0	0	0	0	0	0	0	$3,247	-$475
Hot Water Efficiency	18	28	25	264	5	1	4	45	$8,198	$1,096
Hot Water Fuel Switch	12	41	45	1,240	6	3	-144	0	$9,616	$10,315
Industrial Process Eff.	3	425	443	5,189	38	47	0	0	$44,076	$45,790
Lighting	1,033	3,839	3,497	39,860	765	434	-1,061	0	$1,018,592	$931,754
Monitoring and Metering	3	2	2	8	0	0	0	0	$173	$173
Motors	10	271	257	2,970	38	29	0	0	$37,621	$31,573
Other Efficiency	14	29	26	572	3	3	0	0	$5,642	$4,301
Other Fuel Switch	2	2	2	66	0	0	-7	0	$1,817	$0
Other Indirect Activity	4	8	14	39	1	1	0	0	$3,249	$2,913
Refrigeration	190	124	133	1,365	18	17	0	0	$41,719	$9,854
Space Heat Efficiency	12	6	5	107	2	0	81	0	$2,217	-$1,590
Space Heat Fuel Switch	1	174	195	2,608	30	1	-721	0	$7,254	$64,807
Ventilation	18	488	434	4,880	0	130	16	0	$226,410	-$176,433
Totals		5,742	5,354	65,216	947	705	-1,682	4,128	$1,433,018	$1,057,602

4.2.8 Electric Geographic Targeting Saint Albans - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$4,136,597
Fossil Fuel Savings (Costs)	($23,800)	($119,282)
Water Savings (Costs)	$30,927	$368,559
Total	$7,127	$4,385,874

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	5,354	5,096	5,742
Winter on peak	1,864	1,780	2,020
Winter off peak	1,567	1,473	1,652
Summer on peak	1,025	986	986
Summer off peak	898	857	949
Coincident Demand Savings (kW)			
Winter	943	861	947
Shoulder	0	0	0
Summer	675	638	705

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	3,605	4,128	57,664
Annualized fuel savings (increase) MMBtu	(1,931)	(1,682)	(19,912)
LP	30	37	645
NG	(1,267)	(1,010)	(16,855)
Oil/Kerosene	(695)	(703)	(3,702)
Wood	0	0	0
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$302,950	$134,440	$1,305,833

4.2.9 Electric Geographic Targeting Southern Loop Summary

	Prior Year	Current Year 2011	Cumulative starting 1/1/09
# participants with installations	2,250	1,680	5,919
Services and Initiatives Costs			
Operating Costs			
Services and Initiatives	$270,131	$143,935	$742,119
Marketing/Business Development	$290,830	$176,085	$711,900
Subtotal Operating Costs	$560,961	$320,020	$1,454,019
Incentive Costs			
Incentives to Participants	$923,853	$931,829	$2,541,603
Incentives to Trade Allies	$4,846	$3,100	$9,014
Subtotal Incentive Costs	$928,700	$934,929	$2,550,618
Technical Assistance Costs			
Services to Participants	$310,164	$171,284	$904,566
Services to Trade Allies	$7,504	$6,838	$26,492
Subtotal Technical Assistance Costs	$317,668	$178,122	$931,058
Total Efficiency Vermont Costs	$1,807,328	$1,433,071	$4,935,695
Total Participant Costs	$959,215	$851,598	$2,776,645
Total Third Party Costs	$15,080	$14,284	$45,122
Total Services and Initiatives Costs	$2,781,623	$2,298,953	$7,757,461
Annualized MWh Savings	5,239	4,030	14,039
Lifetime MWh Savings	54,545	41,851	144,822
TRB Savings (2009 $)	$6,183,671	$3,471,247	$14,324,724
Winter Coincident Peak kW Savings	1,083	808	2,807
Summer Coincident Peak kW Savings	777	616	2,144
Annualized MWh Savings/Participant	2.328	2.399	2.372
Weighted Lifetime	10	10	10
Committed Incentives	$602,224	$122,854	nap

4.2.10 Electric Geographic Targeting Southern Loop - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	78	47	48	768	0	15	135	0	$5,400	$10,772
Cooking and Laundry	216	73	57	1,027	10	8	100	2,776	$17,288	$83,900
Design Assistance	1	0	0	0	0	0	0	0	$4,685	$0
Hot Water Efficiency	42	17	16	120	2	2	26	253	$1,351	$224
Industrial Process Eff.	7	386	409	5,779	133	28	0	0	$143,921	$576,045
Lighting	1,255	3,231	2,904	31,196	626	528	-1,329	0	$704,295	$128,316
Monitoring and Metering	11	5	5	22	1	1	0	0	$737	$404
Motors	3	95	95	854	7	14	0	0	$7,526	$20,663
Other Efficiency	24	0	0	0	0	0	0	0	$5,844	-$5,800
Other Indirect Activity	2	4	3	26	1	1	0	0	$1,068	$1,579
Refrigeration	193	129	136	1,440	17	18	0	0	$40,152	$14,536
Space Heat Efficiency	12	19	18	390	8	0	810	0	$882	$12,261
Ventilation	14	23	22	229	3	2	1,369	0	$5,671	$8,699
Totals		4,030	3,714	41,851	808	616	1,111	3,029	$931,829	$851,598

4.2.11 Electric Geographic Targeting Southern Loop - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$2,879,222
Fossil Fuel Savings (Costs)	$23,301	$327,074
Water Savings (Costs)	$22,686	$264,962
Total	$45,987	$3,471,258

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	3,714	3,573	4,030
Winter on peak	1,544	1,482	1,682
Winter off peak	1,009	973	1,092
Summer on peak	689	661	661
Summer off peak	473	457	506
Coincident Demand Savings (kW)			
Winter	793	735	808
Shoulder	0	0	0
Summer	595	558	616

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	2,694	3,029	41,197
Annualized fuel savings (increase) MMBtu	1,303	1,111	17,129
LP	521	490	7,969
NG	14	15	252
Oil/Kerosene	779	637	9,070
Wood	(13)	(11)	(163)
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$117,527	$123,538	$1,087,667

4.2.12 Electric Geographic Targeting Rutland Summary

	Prior Year	Current Year 2011	Cumulative starting 1/1/09
# participants with installations	1,715	1,237	3,990
Services and Initiatives Costs			
Operating Costs			
Services and Initiatives	$434,457	$167,230	$1,189,051
Marketing/Business Development	$476,353	$202,761	$1,122,581
Subtotal Operating Costs	$910,810	$369,992	$2,311,632
Incentive Costs			
Incentives to Participants	$1,787,572	1,073,782	$4,643,998
Incentives to Trade Allies	$5,243	$3,515	$11,453
Subtotal Incentive Costs	$1,792,815	$1,077,297	$4,655,451
Technical Assistance Costs			
Services to Participants	$578,935	$188,716	$1,656,315
Services to Trade Allies	$7,512	$8,951	$22,869
Subtotal Technical Assistance Costs	$586,447	$197,667	$1,679,184
Total Efficiency Vermont Costs	$3,290,072	$1,644,955	$8,646,267
Total Participant Costs	$1,385,639	$698,408	$3,036,296
Total Third Party Costs	$140,298	$3,519	$157,726
Total Services and Initiatives Costs	$4,816,009	$2,346,882	$11,840,288
Annualized MWh Savings	8,423	5,038	21,919
Lifetime MWh Savings	93,192	44,979	245,971
TRB Savings (2009 $)	$7,358,281	$3,619,979	$20,725,943
Winter Coincident Peak kW Savings	1,569	914	3,872
Summer Coincident Peak kW Savings	1,531	693	3,868
Annualized MWh Savings/Participant	4.911	4.073	5.493
Weighted Lifetime	11	9	11
Committed Incentives	$79,290	$636,091	nap

4.2.13 Electric Geographic Targeting Rutland - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	66	206	206	2,345	1	20	1,285	40	$14,057	$43,254
Cooking and Laundry	211	73	57	1,017	10	8	98	2,707	$15,163	$83,970
Design Assistance	76	0	0	0	0	0	0	0	$5,171	$0
Hot Water Efficiency	60	43	42	331	6	6	19	339	$1,308	-$145
Industrial Process Eff.	3	111	134	1,112	19	18	0	0	$4	$14,252
Lighting	659	3,728	3,351	31,879	774	517	-1,415	0	$668,006	$232,526
Monitoring and Metering	10	1	1	4	0	0	0	0	$552	$0
Motors	9	380	373	4,377	39	71	503	0	$77,396	$164,233
Other Efficiency	10	0	0	0	0	0	0	0	$2,519	-$2,500
Other Fuel Switch	1	2	2	73	0	0	-9	0	$0	$750
Other Indirect Activity	82	291	366	1,276	34	22	0	0	$216,088	$97,650
Refrigeration	346	140	141	1,676	19	15	0	0	$72,001	$11,917
Space Heat Efficiency	5	32	32	495	11	0	554	110	$5,610	$26,104
Ventilation	12	29	28	394	1	16	217	0	$3,961	$26,397
Totals		5,038	4,733	44,979	914	693	1,252	3,195	$1,073,782	$698,408

4.2.14 Electric Geographic Targeting Rutland - Total Resource Benefits

	2011	Lifetime (Present Value)
Avoided Cost of Electricity	nap	$3,068,968
Fossil Fuel Savings (Costs)	$17,992	$271,906
Water Savings (Costs)	$23,931	$279,127
Total	$41,923	$3,620,001

	Savings at meter		Savings at Generation
	Gross	Net	Net
Annualized Energy Savings (MWh): Total	4,733	4,468	5,038
Winter on peak	1,852	1,764	2,002
Winter off peak	1,345	1,259	1,413
Summer on peak	874	827	827
Summer off peak	662	617	683
Coincident Demand Savings (kW)			
Winter	919	831	914
Shoulder	0	0	0
Summer	674	627	693

	Gross	Net	Net Lifetime Savings
Annualized Water Savings (ccf)	2,905	3,195	43,449
Annualized fuel savings (increase) MMBtu	1,435	1,252	27,107
LP	248	231	4,223
NG	21	21	341
Oil/Kerosene	591	414	7,509
Wood	573	601	15,034
Solar	0	0	0
Other	0	0	0
Annualized savings (increase) in O&M($)	$125,651	$131,677	$1,028,147

5.1 Submarket Results

5.1.1 Electric Business New Construction Act 250 Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	61	35	nap	136
Costs				
EVT Incentives	$535,602	$193,604	nap	$1,062,532
Participant Costs	$1,469,552	$533,228	nap	$3,096,453
Third Party Costs	$0	$0	nap	$0
Annualized MWh Savings	4,464	1,754	nap	9,949
Lifetime MWh Savings	67,599	21,553	nap	145,368
TRB Savings (2009$)	$7,874,982	$1,894,740	nap	$17,292,521
Winter Coincident Peak KW Savings	589	273	nap	1,298
Summer Coincident Peak KW Savings	718	352	nap	1,722
Annualized MWh Savings/Participant	73.185	50.102	nap	73.154
Weighted Lifetime	15	12	nap	15
Committed Incentives	$107,118	$64,883	nap	nap

5.1.2 Business New Construction Act 250 - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	15	85	79	1,327	2	44	0	0	$22,787	$34,256
Design Assistance	4	0	0	0	0	0	10	0	$11,196	$53
Hot Water Efficiency	1	16	15	160	2	2	0	0	$668	$2,555
Lighting	33	816	762	11,290	140	121	-554	0	$109,142	$262,959
Motors	13	51	48	695	6	3	226	0	$6,820	$11,386
Other Efficiency	1	0	0	0	0	0	0	0	$2,317	$0
Refrigeration	9	717	671	7,379	114	173	0	0	$36,085	$133,102
Space Heat Efficiency	5	6	6	97	2	3	1,209	0	$1,209	$51,653
Ventilation	14	62	58	606	7	6	743	0	$4,831	$37,265
Totals		1,754	1,639	21,553	273	352	1,634	0	$193,604	$533,228

5.1.3 Electric Business New Construction Non-Act 250 Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	181	73	nap	411
Costs				
EVT Incentives	$545,191	$296,758	nap	$1,339,218
Participant Costs	$1,108,313	$577,742	nap	$2,842,820
Third Party Costs	$0	$0	nap	$14,500
Annualized MWh Savings	4,394	3,346	nap	12,380
Lifetime MWh Savings	64,981	46,711	nap	178,852
TRB Savings (2009$)	$5,238,504	$3,093,808	nap	$15,561,627
Winter Coincident Peak KW Savings	608	464	nap	1,667
Summer Coincident Peak KW Savings	794	489	nap	2,139
Annualized MWh Savings/Participant	24.274	45.835	nap	30.121
Weighted Lifetime	15	14	nap	14
Committed Incentives	$87,680	$72,380	nap	nap

5.1.4 Business New Construction Non-Act 250 - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	19	159	141	2,152	6	29	0	0	$21,565	$39,245
Design Assistance	3	0	0	2	0	0	18	0	$5,138	-$620
Hot Water Efficiency	3	2	2	10	2	3	38	46	$90	$605
Industrial Process Eff.	2	1,121	993	16,821	167	159	0	0	$34,027	$134,949
Lighting	67	1,576	1,435	22,355	194	203	-720	0	$187,021	$309,528
Motors	7	195	172	2,207	37	34	339	0	$21,004	$32,134
Other Efficiency	2	15	13	201	4	1	10	15	$167	$4
Other Fuel Switch	1	4	4	130	0	8	-16	0	$352	$26
Other Indirect Activity	1	1	1	2	1	0	0	0	$126	$73
Refrigeration	5	258	230	2,620	49	46	0	0	$26,726	$51,658
Space Heat Efficiency	5	9	8	157	3	4	181	0	$1,187	$3,281
Ventilation	8	6	5	54	1	2	290	0	$1,844	$6,858
Totals		3,346	3,004	46,711	464	489	139	61	$296,758	$577,742

5.1.5 Electric Market Rate Multifamily New Construction Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	127	14	nap	300
Costs				
EVT Incentives	$70,137	$40,010	nap	$178,776
Participant Costs	$134,919	$110,743	nap	$335,406
Third Party Costs	$0	$0	nap	$4,375
Annualized MWh Savings	264	187	nap	725
Lifetime MWh Savings	4,774	3,225	nap	12,911
TRB Savings (2009$)	$617,073	$431,617	nap	$1,816,950
Winter Coincident Peak KW Savings	53	43	nap	155
Summer Coincident Peak KW Savings	27	20	nap	79
Annualized MWh Savings/Participant	2.078	13.358	nap	2.418
Weighted Lifetime	18	17	nap	18
Committed Incentives	$30,000	$20,140	nap	nap

5.1.6 Electric Market Rate Multifamily New Construction - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	0	8	7	118	0	1	0	0	$420	$14,445
Cooking and Laundry	6	2	2	31	0	0	26	136	$1,206	$2,464
Hot Water Efficiency	8	1	1	7	0	0	0	0	$14	$184
Lighting	14	121	110	2,057	32	14	-44	0	$26,130	$42,209
Other Fuel Switch	5	15	19	457	3	2	-63	0	$1,274	$3,537
Refrigeration	14	11	11	188	1	1	0	0	$2,835	$7,062
Space Heat Efficiency	6	13	11	200	5	0	1,249	0	$818	$37,113
Ventilation	9	16	15	167	2	2	161	0	$7,613	$3,729
Totals		187	177	3,225	43	20	1,330	136	$40,010	$110,743

5.1.7 Electric Market Rate Multifamily Retrofit Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	440	478	nap	646
Costs				
EVT Incentives	$51,650	$25,168	nap	$85,618
Participant Costs	$134,859	$22,995	nap	$170,968
Third Party Costs	$0	$0	nap	$0
Annualized MWh Savings	220	94	nap	368
Lifetime MWh Savings	3,102	1,179	nap	4,930
TRB Savings (2009$)	$911,975	$242,895	nap	$1,229,181
Winter Coincident Peak KW Savings	41	19	nap	74
Summer Coincident Peak KW Savings	16	8	nap	28
Annualized MWh Savings/Participant	0.500	0.197	nap	0.570
Weighted Lifetime	14	12	nap	13
Committed Incentives	$10,000	$0	nap	nap

5.1.8 Electric Market Rate Multifamily Retrofit - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Design Assistance	2	0	0	0	0	0	0	0	$101	$0
Hot Water Efficiency	4	1	1	13	0	0	3	42	$13	$12
Lighting	300	48	46	664	14	3	-5	0	$11,702	$10,855
Motors	1	2	2	37	0	0	0	0	$363	$120
Refrigeration	185	5	5	78	1	1	0	0	$3,829	$0
Ventilation	101	39	38	387	4	4	1,369	0	$9,350	$12,008
Totals		94	92	1,179	19	8	1,367	42	$25,168	$22,995

5.1.9 Electric Low Income Multifamily New Construction and Retrofit Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	2,777	2,171	nap	5,615
Costs				
EVT Incentives	$356,033	$329,992	nap	$931,048
Participant Costs	$877,591	$470,218	nap	$1,947,981
Third Party Costs	$164,827	$10,750	nap	$206,727
Annualized MWh Savings	1,664	975	nap	4,057
Lifetime MWh Savings	28,855	15,776	nap	65,925
TRB Savings (2009$)	$3,281,018	$2,020,651	nap	$8,058,897
Winter Coincident Peak KW Savings	386	243	nap	910
Summer Coincident Peak KW Savings	169	88	nap	385
Annualized MWh Savings/Participant	0.599	0.449	nap	0.723
Weighted Lifetime	17	16	nap	16
Committed Incentives	$109,740	$60,015	nap	nap

5.1.10 Electric Low Income Multifamily New Construction & Retrofit - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	28	49	43	988	10	10	0	0	$5,774	$10,827
Cooking and Laundry	38	13	12	142	2	1	89	388	$2,243	$12,091
Design Assistance	95	0	0	0	0	0	0	0	$22,511	$0
Hot Water Efficiency	215	72	70	642	8	4	199	1,883	$2,946	$1,063
Hot Water Fuel Switch	25	57	51	1,725	15	7	-214	84	$12,425	$11,719
Lighting	1,586	547	503	7,999	165	46	-53	0	$128,811	$73,247
Motors	69	22	20	375	7	1	0	0	$2,608	$9,561
Other Fuel Switch	21	36	45	1,065	3	2	-79	0	$5,529	$823
Other Indirect Activity	159	1	0	2	0	0	0	0	$276	$0
Refrigeration	838	94	83	1,593	11	11	0	0	$93,567	$18,318
Space Heat Efficiency	140	31	28	762	16	0	2,851	0	$26,286	$297,903
Ventilation	289	54	48	483	6	6	1,385	0	$29,492	$34,664
Totals		975	904	15,776	243	88	4,177	2,354	$329,992	$470,218

5.1.11 Electric Low Income Multifamily New Construction Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	336	206	nap	710
Costs				
EVT Incentives	$53,236	$101,942	nap	$262,541
Participant Costs	$84,834	$359,972	nap	$704,162
Third Party Costs	$7,700	$3,750	nap	$40,200
Annualized MWh Savings	255	316	nap	1,081
Lifetime MWh Savings	4,260	6,097	nap	18,892
TRB Savings (2009$)	$526,754	$1,406,572	nap	$3,104,682
Winter Coincident Peak KW Savings	49	76	nap	227
Summer Coincident Peak KW Savings	31	31	nap	109
Annualized MWh Savings/Participant	0.760	1.535	nap	1.523
Weighted Lifetime	17	19	nap	17
Committed Incentives	$37,000	$28,375	nap	nap

5.1.12 Electric Low Income Multifamily New Construction - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	28	49	43	988	10	10	0	0	$5,774	$10,827
Cooking and Laundry	2	1	1	8	0	0	68	180	$252	$6,433
Hot Water Efficiency	66	0	0	0	0	0	86	523	$0	$338
Lighting	201	169	167	3,041	49	14	-9	0	$54,049	$37,034
Motors	28	13	11	212	3	1	0	0	$1,047	$2,149
Other Fuel Switch	21	36	45	1,065	3	2	-79	0	$5,529	$823
Refrigeration	182	22	19	371	2	2	0	0	$4,317	$13,041
Space Heat Efficiency	99	15	13	334	7	0	2,660	0	$24,230	$258,066
Ventilation	113	13	12	78	1	1	1,385	0	$7,509	$31,262
Totals		316	311	6,097	76	31	4,110	702	$101,942	$359,972

5.1.13 Electric Low Income Multifamily Retrofit Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	2,462	1,136	nap	4,449
Costs				
EVT Incentives	$302,797	$121,685	nap	$561,164
Participant Costs	$792,757	$103,047	nap	$1,236,620
Third Party Costs	$157,127	$6,400	nap	$165,927
Annualized MWh Savings	1,408	436	nap	2,752
Lifetime MWh Savings	24,595	6,776	nap	44,107
TRB Savings (2009$)	$2,754,263	$423,287	nap	$4,762,065
Winter Coincident Peak KW Savings	337	118	nap	633
Summer Coincident Peak KW Savings	138	37	nap	256
Annualized MWh Savings/Participant	0.572	0.384	nap	0.619
Weighted Lifetime	17	16	nap	16
Committed Incentives	$72,740	$31,640	nap	nap

5.1.14 Electric Low Income Multifamily Retrofit - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Cooking and Laundry	35	13	11	134	2	1	21	201	$1,201	$5,659
Design Assistance	90	0	0	0	0	0	0	0	$22,491	$0
Hot Water Efficiency	38	27	27	243	3	1	64	557	$0	$534
Hot Water Fuel Switch	1	39	34	1,163	13	6	-138	84	$7,388	$10,719
Lighting	930	278	248	4,010	81	22	-44	0	$61,537	$35,182
Motors	41	9	8	163	4	0	0	0	$1,561	$7,412
Refrigeration	163	15	13	253	2	2	0	0	$5,713	$7,592
Space Heat Efficiency	17	17	15	428	9	0	126	0	$2,055	$32,436
Ventilation	162	38	34	382	4	4	0	0	$20,653	$3,512
Totals		436	390	6,776	118	37	28	842	$121,685	$103,047

5.1.15 Electric Business Non-Farm Equipment Replacement Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	1,480	516	nap	2,528
Costs				
EVT Incentives	$4,499,055	$2,438,753	nap	$10,528,949
Participant Costs	$2,120,060	$1,779,718	nap	$5,891,191
Third Party Costs	$0	$0	nap	$0
Annualized MWh Savings	17,116	8,429	nap	40,952
Lifetime MWh Savings	216,826	107,716	nap	522,841
TRB Savings (2009$)	$15,153,815	$9,979,338	nap	$44,163,915
Winter Coincident Peak KW Savings	2,785	1,227	nap	6,144
Summer Coincident Peak KW Savings	3,562	1,123	nap	8,112
Annualized MWh Savings/Participant	11.565	16.335	nap	16.200
Weighted Lifetime	13	13	nap	13
Committed Incentives	$2,042,676	$85,235	nap	nap

5.1.16 Electric Business Non-Farm Equipment Replacement - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	17	300	293	4,147	17	15	592	0	$18,571	$75,844
Cooking and Laundry	1	0	0	1	0	0	4	51	$102	$1,400
Design Assistance	3	0	0	0	0	0	0	0	$3,664	$114
Industrial Process Eff.	8	677	647	9,781	97	92	0	0	$73,576	$272,331
Lighting	457	5,017	4,742	67,289	875	770	-1,740	0	$2,108,767	$503,688
Motors	19	389	369	4,956	49	33	550	24,065	$49,709	$285,848
Other Efficiency	3	27	25	338	4	4	106	22	-$3,486	$10,031
Other Indirect Activity	5	275	488	1,375	29	28	0	0	$28,339	$150,569
Refrigeration	37	1,074	1,020	11,898	123	96	0	0	$111,773	$163,399
Space Heat Efficiency	2	4	3	65	2	0	2,122	0	$3,361	$35,018
Space Heat Fuel Switch	1	50	52	1,493	0	0	-150	0	$1,329	$7,072
Ventilation	7	616	578	6,374	32	85	8,035	0	$64,860	$274,404
Totals		8,429	8,218	107,716	1,227	1,123	9,520	24,138	$2,438,753	$1,779,718

5.1.17 Electric Business Non-Farm Retrofit Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	1,140	713	nap	1,960
Costs				
EVT Incentives	$4,762,992	$3,299,597	nap	$9,608,145
Participant Costs	$8,609,429	$4,022,008	nap	$18,781,824
Third Party Costs	$224,696	$0	nap	$275,043
Annualized MWh Savings	30,849	14,992	nap	64,622
Lifetime MWh Savings	393,906	191,313	nap	819,660
TRB Savings (2009$)	$30,418,172	$11,894,087	nap	$64,749,822
Winter Coincident Peak KW Savings	4,206	2,065	nap	8,805
Summer Coincident Peak KW Savings	5,152	2,620	nap	10,923
Annualized MWh Savings/Participant	27.061	21.026	nap	32.970
Weighted Lifetime	13	13	nap	13
Committed Incentives	$1,543,746	$347,337	nap	nap

5.1.18 Electric Business Non-Farm Retrofit - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	13	121	120	1,976	6	41	-58	0	$32,516	$31,469
Cooking and Laundry	1	0	0	4	0	0	7	13	$202	$1,800
Design Assistance	35	0	0	0	0	0	0	0	$71,342	$26,472
Hot Water Efficiency	3	26	26	309	1	7	0	0	$1,325	$3,058
Industrial Process Eff.	12	1,906	1,900	20,700	242	187	1,721	0	$120,769	$392,527
Lighting	641	10,806	10,770	143,246	1,580	2,154	-7,947	0	$2,747,720	$2,892,495
Motors	29	1,398	1,391	16,049	155	176	535	0	$208,203	$462,504
Other Efficiency	289	110	99	1,521	12	4	6,121	0	$88,844	-$69,998
Other Fuel Switch	1	2	2	73	0	0	-9	0	$0	$750
Other Indirect Activity	4	132	118	395	10	5	0	0	$28,426	$33,051
Refrigeration	7	189	178	2,333	21	18	0	0	$23,211	$62,342
Space Heat Efficiency	5	11	10	165	4	0	1,107	0	$2,131	$96,939
Space Heat Fuel Switch	2	186	209	2,957	32	1	-763	0	$8,262	$76,138
Ventilation	5	106	105	1,586	3	27	373	0	$4,675	$12,460
Totals		14,992	14,929	191,313	2,065	2,620	1,086	13	$3,299,597	$4,022,008

5.1.19 Electric Market Rate Single Family Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	1,036	614	nap	2,831
Costs				
EVT Incentives	$144,354	$142,672	nap	$502,658
Participant Costs	$117,155	$107,386	nap	$1,855,914
Third Party Costs	$23,645	$32,310	nap	$55,955
Annualized MWh Savings	731	598	nap	2,183
Lifetime MWh Savings	14,257	13,402	nap	42,278
TRB Savings (2009$)	$551,801	$438,067	nap	$3,550,562
Winter Coincident Peak KW Savings	154	119	nap	487
Summer Coincident Peak KW Savings	63	60	nap	188
Annualized MWh Savings/Participant	0.705	0.974	nap	0.771
Weighted Lifetime	20	22	nap	19
Committed Incentives	nap	nap	nap	nap

5.1.20 Electric Market Rate Single Family - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	27	2	2	45	0	7	0	0	$3,023	$1,350
Hot Water Efficiency	99	43	43	260	5	5	27	27	$4,086	$2,355
Hot Water Fuel Switch	104	354	393	10,627	52	27	-1,239	0	$56,521	$114,400
Lighting	385	149	147	1,449	50	13	0	0	$69,692	$27
Other Fuel Switch	7	7	7	208	1	1	-21	0	$705	$3,233
Space Heat Efficiency	86	36	32	654	8	7	0	0	$8,836	-$28,480
Space Heat Fuel Switch	2	5	6	159	3	0	-139	0	$1,008	$14,500
Totals		598	630	13,402	119	60	-1,372	27	$142,672	$107,386

5.1.21 Electric Low Income Single Family Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	997	1,236	nap	3,294
Costs				
EVT Incentives	$415,490	$835,333	nap	$1,700,174
Participant Costs	$14,009	$7,236	nap	$25,012
Third Party Costs	($12,095)	($120)	nap	($15,597)
Annualized MWh Savings	936	1,312	nap	3,240
Lifetime MWh Savings	12,898	18,071	nap	43,904
TRB Savings (2009$)	$550,522	$856,406	nap	$2,069,168
Winter Coincident Peak KW Savings	176	213	nap	567
Summer Coincident Peak KW Savings	95	141	nap	333
Annualized MWh Savings/Participant	0.939	1.062	nap	0.984
Weighted Lifetime	14	14	nap	14
Committed Incentives	nap	nap	nap	nap

5.1.22 Electric Low Income Single Family - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Cooking and Laundry	167	125	110	1,743	19	15	0	1,570	$110,590	$0
Hot Water Efficiency	546	237	210	1,731	27	21	0	2,270	$19,588	$0
Hot Water Fuel Switch	6	25	23	761	4	2	-85	0	$18,399	$6,087
Lighting	986	239	212	2,316	79	22	0	0	$75,552	$0
Monitoring and Metering	260	28	25	113	3	4	0	0	$14,727	$0
Other Fuel Switch	8	9	8	265	1	1	-26	0	$6,214	$0
Refrigeration	758	639	568	10,835	74	78	0	0	$589,719	$700
Space Heat Efficiency	9	0	0	0	0	0	0	0	$6,808	-$6,758
Space Heat Fuel Switch	1	10	9	307	5	0	-33	0	$0	$7,206
Totals		1,312	1,165	18,071	213	141	-144	3,840	$835,333	$7,236

5.1.23 Electric Large Industrial Summary

	Prior Year	Current Year 2011	Projected Year 2011	Cumulative starting 1/1/09
# participants with installations	70	61	nap	100
Costs				
EVT Incentives	$1,046,298	$1,374,247	nap	$3,062,666
Participant Costs	$2,825,251	$2,878,361	nap	$8,603,911
Third Party Costs	$0	$0	nap	$14,332
Annualized MWh Savings	11,568	7,766	nap	27,800
Lifetime MWh Savings	141,411	93,209	nap	347,000
TRB Savings (2009$)	$13,501,705	$8,959,411	nap	$34,445,068
Winter Coincident Peak KW Savings	1,485	1,183	nap	3,765
Summer Coincident Peak KW Savings	1,374	835	nap	3,503
Annualized MWh Savings/Participant	165.261	127.314	nap	278.005
Weighted Lifetime	12	12	nap	12
Committed Incentives	nap	nap	nap	nap

5.1.24 Electric Large Industrial - End Use Breakdown

End Use	# of Participants	Net MWH Saved	Gross MWH Saved	Net Lifetime MWH Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBTU	Net Water CCF Saved	Participant Incentives Paid	Participant Costs
Air Conditioning Eff.	5	361	353	6,149	25	29	1,285	40	$17,464	$44,249
Design Assistance	16	36	33	110	5	0	18	0	$56,805	$10,278
Hot Water Efficiency	1	2	2	11	0	0	0	0	$222	$176
Industrial Process Eff.	14	2,560	2,643	34,095	567	195	2,207	0	$418,779	$1,551,662
Lighting	39	2,313	2,168	30,587	312	332	-1,677	0	$424,526	$418,199
Motors	21	1,557	1,538	17,055	168	223	769	24,065	$201,016	$605,555
Other Efficiency	6	103	92	1,312	12	3	6,121	0	$4,556	$11,802
Other Indirect Activity	9	730	912	2,704	74	43	-171	0	$250,713	$200,143
Refrigeration	3	74	74	741	9	9	0	0	$8,255	$16,260
Space Heat Efficiency	1	30	29	444	10	0	-75	110	$5,408	$19,403
Ventilation	1	0	0	1	0	0	0	0	$302	$635
Totals		7,766	7,845	93,209	1,183	835	8,478	24,214	$1,374,247	$2,878,361

5.1.25 Electric Cumulative Distributions by Customer Sector

	Total Resource Benefits starting 01/01/09		Annualized MWh Energy Savings starting 01/01/09		Year 2009-2011 PSB Approved Budgets
	Total	%	Total	%	%
Business Energy Services	$162,121,874	57%	151,045	51%	61%
Residential Energy Services	$123,817,502	43%	145,963	49%	39%
Total	$285,939,376	100%	297,008	100%	100%

Data in this table includes Customer Credit Program results.

5.2 List of Support Documents by Service

5.2.1 LIST OF SUPPORT DOCUMENTS BY SERVICE

EXISTING HOMES SERVICES

Implementation and Procedure Modifications

Subject	Document Type	Initiator	Addressee	Date of PIP
N/A				

BUSINESS NEW CONSTRUCTION SERVICES

Implementation and Procedure Modifications

Subject	Document Type	Initiator	Addressee	Date of PIP
N/A				

BUSINESS EXISTING FACILITIES

Implementation and Procedure Modifications

Subject	Document Type	Initiator	Addressee	Date of PIP
N/A				

RETAIL EFFICIENT PRODUCTS

Implementation and Procedure Modifications

Subject	Document Type	Initiator	Addressee	Date of PIP
N/A				

EFFICIENCY VERMONT CROSS-SECTOR

Implementation and Procedure Modifications

Subject	Document Type	Initiator	Addressee	Date of PIP
#46 - Average Retail Electricity and Fuel Costs Calculations Annual Revision	Program Implementation Procedure	Bill Fisher	TJ Poor	Original 1/1/2006; Revised 1/1/2011

6.1 Definitions and End Notes

6.1 Definitions and End Notes

6.1.1 Data Tables Overview

1 – Section **6.1.2** presents a list of definitions for items in the data tables. Section **6.1.3** presents notes for specific items in the tables. Section **6.1.4** provides a guide to the re-mapping of multifamily projects and savings into new markets.

2 –Items for which data are not available are labeled "nav." Data items for which data are not applicable are labeled "nap."

3 – Except where noted, data in this report for Efficiency Vermont expenditures were incurred during the period January 1, 2011, through December 31, 2011. Similarly, measure savings are for measures installed during the period January 1, 2011, through December 31, 2011.

4 – Efficiency Vermont costs include an operations fee of 0.75%. The operations fees are reported in all Services and Initiative Costs line items, where applicable, with one exception: The operations fees for Incentives to Participants are reported with the Administration costs.

5 – Data for Incentives to Participants in Tables **2.1.6, 2.1.7, 2.1.12, 2.1.14, 2.1.17, 2.1.20, 2.1.22, 3.1.1, 3.1.4, 3.1.7, 3.1.10, 3.1.13, 3.1.16, 3.1.19, 3.1.22, 3.1.25, 3.1.28,** and **4.1.2** are based on financial data from Vermont Energy Investment Corporation's (VEIC's) accounting system. Participant Incentives Paid on all other tables are based on data entered in Efficiency Vermont's Knowledge-based Information Technology Tool (KITT) tracking system.

6 – The following indicators in Table 2.1.6 and Table 2.1.7 are provided for reference only: Annualized MWh Savings (adjusted for measure life), Winter Coincident Peak kW Savings (adjusted for measure life), and Summer Coincident Peak kW Savings (adjusted for measure life) These data exclude savings for measures that have reached the end of their specified lifetimes.

7 – Program planning costs have been rolled into Services and Initiatives for years 2003–2010. For years 2000–2002, program planning costs were reported as a separate line item. In Tables **2.1.6** and **2.1.7**, program planning costs under "Cumulative Starting 3/1/00 contain data reported prior to 2003.

8 – For years 2003–2005, Multifamily program costs and savings are reported in the Business Energy Services section. For all other contract years, Multifamily costs and savings are reported in the Residential Energy Services section. See Section **6.1.4,** Multifamily Reporting Changes.

6.1.2 Definitions and Report Template

The table templates that appear in the 2011 Efficiency Vermont Savings Claim Summary / Annual Report were developed collaboratively by Efficiency Vermont, the Vermont Department of Public Service, and Burlington Electric Department. Note that there are two major table formats, one for the markets and services summary and the other for breakdowns by end use, county, and utility savings.

The definitions of the data reported in these tables are referred to by numbers in parentheses in the table on the next page. These footnoted definitions are listed by number beginning on the page following the table labeled X.X.X Breakdown Report.

		Prior Year (1)	Current Year 2011 (2)	Projected Year 2011 (3)	Cumulative Starting 1/1/09 (4)	Cumulative Starting 3/1/00 (5)
# participants with installations	(6)					
Services and Initiatives Costs						
Operating Costs						
Administration	(7)					
Services and Initiatives	(8)					
Program Planning	(9)					
Marketing / Business Development	(10)					
Information Systems	(11)					
Subtotal Operating Costs	(12)					
Incentive Costs						
Incentives to Participants	(13)					
Incentives to Trade Allies	(14)					
Subtotal Incentive Costs	(15)					
Technical Assistance Costs						
Services to Participants	(16)					
Services to Trade Allies	(17)					
Subtotal Technical Assistance Costs	(18)					
Total Efficiency Vermont Costs	(19)					
Total Participant Costs	(20)					
Total Third-Party Costs	(21)					
Total Services and Initiatives Costs	(22)					
Annualized MWh Savings	(23)					
Lifetime MWh Savings	(24)					
TRB Savings (2009$)	(25)					
Winter Coincident Peak kW Savings	(26)					
Summer Coincident Peak kW Savings	(27)					
Annualized MWh Savings / Participant	(28)					
Weighted Lifetime (years)	(29)					
Committed Incentives	(30)					
Annualized MWh Savings (adjusted for measure life)	(31)					
Winter Coincident Peak kW Savings (adjusted for measure life)	(32)					
Summer Coincident Peak kW Savings (adjusted for measure life)	(33)					

X.X.X. Breakdown Reports

End Use or Utility or County	# of Participants	Net MWh Saved	Gross MWh Saved	Net Lifetime MWh Saved	Net Winter KW Saved	Net Summer KW Saved	Net Other Fuel MMBtu	Net Water CCF	Participant Incentives Paid	Participant Costs
	(34)	(35)	(36)	(37)	(38)	(39)	(40)	(41)	(42)	(43)

Footnotes for the report table templates:

(1) Activity for the prior reporting year.

(2) Activity for the current reporting year. For savings, the figure reported is estimated savings for measures actually implemented for the current reporting period. Savings are reported in MWh, at generation and net of all approved adjustment factors, except as otherwise noted.

(3) Projected costs for the current reporting period are estimates only and are provided for reference. The Efficiency Vermont contract contains three-year cumulative budgets and savings goals.

(4) Data reported for the contract period starting January 1, 2009 and continuing through December 31, 2011.

(5) Data reported for all contract periods starting March 1, 2000, and continuing through December 31, 2011.

(6) Number of customers with installed measures. The "# participants with installations" is counted by summing unique physical locations (sites) where efficiency measures have been installed for the reporting period. For the Multifamily market, the "# of participants with installations" is counted by summing the number of individual units. Under Cumulative Starting 1/1/09 and Cumulative Starting 3/1/00, customers are counted once, regardless of the number of times the customer participates in Efficiency Vermont services throughout the period 2000–2011. Whenever Efficiency Vermont works in collaboration with other providers of efficiency services, the same participants may be counted and reported by more than one organization. As a result, total statewide participation might be less than the sum of all the organizations' reported participants.

(7) Costs include general management, budgeting, financial management, and Efficiency Vermont contract management. These costs are not broken out by market. This cost category is presented only in Tables **2.1.6** and **2.1.7**. Administration costs prior to 2009 do not include the incentives operations fee. For 2009 and all years thereafter, the operations fee is included.

(8) Management and other management-related costs directly associated with market implementation work.

(9) Costs related to program design, planning, screening, and other similar functions. Program Planning costs refer to data reported prior to 2003.

(10) Costs related to marketing, outreach, customer service, and business development.

(11) Costs related to information systems development and maintenance. These costs are not broken out by market. This cost category is presented only in **Tables 2.1.6** and **2.1.7**.

(12) Subtotal of all operating costs detailed in the cost categories above: (7) + (8) + (9) + (10) + (11).

(13) Direct payments to participants to defray the costs of specific efficiency measures. Prior to 2009, participant incentive costs included the operations fee.

(14) Incentives paid to manufacturers, wholesalers, builders, retailers, and other non-customer stakeholders that do not defray the costs of specific efficiency measures. Prior to 2009, trade ally incentive costs included the operations fee.

(15) Subtotal reflecting incentive cost categories: (13) + (14).

(16) Costs related to conducting analyses, preparing packages of efficiency measures, contract management, and project follow-up.

(17) Costs related to educational or other support services provided to entities other than individual participants: trade allies, manufacturers, wholesalers, builders, architects, etc.

(18) Subtotal reflecting total technical assistance cost categories: (16) + (17).

(19) Total costs incurred by Efficiency Vermont. All costs are in nominal dollars: (12) + (15) + (18).

(20) Total costs incurred by participants and related to Efficiency Vermont or utility activities. This category includes the participant contribution to the capital costs of installed measures and to specific services related to demand side management (DSM). These might include technical assistance or energy ratings.

(21) Total costs incurred by third parties (i.e., entities other than Efficiency Vermont, utilities, and participants) and directly related to Efficiency Vermont or utility DSM activities. This category includes contributions by third parties to the capital costs of installed measures and to specific DSM-related services, such as technical assistance or energy ratings.

(22) Total cost of services and initiatives: (19) + (20) + (21).

(23) Annualized MWh savings at generation, net of all approved adjustment factors (e.g., free ridership, spillover effects, line losses) for measures installed during the current reporting period.

(24) Lifetime estimated MWh savings for measures installed during the current reporting year, at generation and net of all approved adjustment factors. (Typically, this value is calculated by multiplying estimated annualized savings by the lifetime of the measure.)

(25) Total Resource Benefits (TRB) savings for measures installed during the current reporting year. TRB are gross electric benefits, fossil fuel savings, and water savings. TRB are stated in 2009 dollars throughout the report. Whenever Efficiency Vermont works in collaboration with other providers of efficiency services, the same savings might be counted and reported by more than one organization. As a result, the total statewide savings might be less than the sum of all the organizations' reported savings.

(26) Estimated impact of measures at time of winter system peak, at generation, net of adjustment factors.

(27) Estimated impact of measures at time of summer system peak, at generation, net of adjustment factors.

(28) Annualized MWh savings per participant, net at generation: (23) ÷ (6).

(29) Average lifetime, in years, of measures, weighted by savings: (24) ÷ (23).

(30) Incentives that have not yet been paid to a customer but where there is a signed contract as of December 31, 2011, for projects that will be completed after December 31, 2011.

(31) Adjusted annualized MWh savings at generation and net of all approved adjustment factors (e.g., free ridership, spillover effects, line losses) for measures installed during the current reporting period. These data include savings for measures that have not yet expired during the reporting period, and exclude savings for measures that have reached the end of their specified lifetimes.

(32) Adjusted impact of measures at time of winter system peak, at generation, net of adjustment factors. These data include savings for measures that have not yet expired during the reporting period, and exclude savings for measures that have reached the end of their specified lifetimes.

(33) Adjusted impact of measures at time of summer system peak, at generation, net of adjustment factors. These data include savings for measures that have not yet expired during the reporting period, and exclude savings for measures that have reached the end of their specified lifetimes.

Items 34-43 refer to installed measures for the current reporting period, presented in the Breakdown reports by End Use, Utility, and County.

(34) Number of participants with installed measures for the End Use, Utility, or County breakdown. Whenever Efficiency Vermont works in collaboration with other providers of efficiency services, the same participants may be counted and reported by more than one organization. As a result, total statewide participation might be less than the sum of all the organizations' reported participants.

(35) Annualized MWh savings at generation, net of all approved adjustment factors (e.g., free ridership, spillover effects, line losses) for measures installed during the current reporting period. This is the same number as that reported in the line item containing footnote (23).

(36) Annualized MWh savings, gross at the customer meter.

(37) Lifetime estimated MWh savings for measures installed during the current reporting period, at generation and net of all approved adjustment factors. This is the same number as that reported in the line item containing footnote (24).

(38) Estimated impact of measures at time of winter system peak, at generation, net of adjustment factors. This is the same number as that reported in the line item containing footnote (26).

(39) Estimated impact of measures at time of summer system peak, at generation, net of adjustment factors. This is the same number as that reported in the line item containing footnote (27).

(40) MMBtu estimated to be saved (positive) or used (negative) for alternative fuels as a result of measures installed in the end use.

(41) Water saved (positive) or used (negative) as a result of measures installed in the end use.

(42) Incentives paid by Efficiency Vermont to participants for measures installed during the current reporting period. This is the same number as that reported in the line item containing footnote (13).

(43) Costs incurred by participants and related to Efficiency Vermont or utility activities. This is the same number as that reported in the line item containing footnote (20).

6.1.3 Table End Note

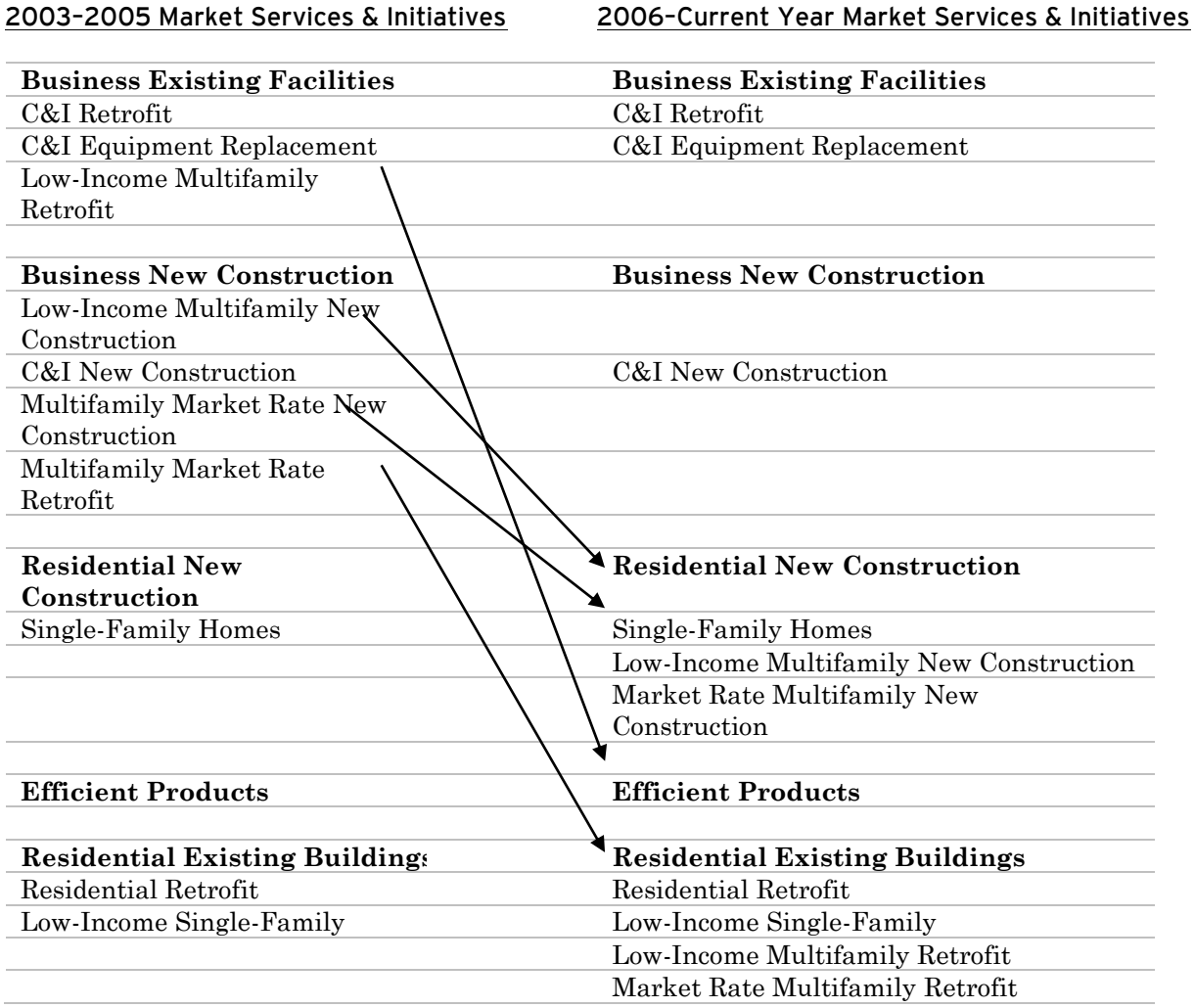
2.1.11 Electric Services & Initiatives – Total Resource Benefits

Net lifetime water savings is the net annual water savings associated with a measure, multiplied by the measure's lifetime. *Net lifetime fossil fuel savings* is the net annual fossil fuel savings associated with the measure, multiplied by the measure's lifetime.

6.1.4 Multifamily Reporting Changes

Throughout this report, all multifamily projects are reported in the Business Energy Services section for years 2003 – 2005, and in the Residential Energy Services section for all other years.

Following is a diagram of the 2003–2005 Market Services and Initiatives and the 2006–Current Year Market Services and Initiatives, showing the re-mapping of Multifamily projects and savings under the subsequently developed markets.



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