DELAWARE EEAC

Energy Efficiency Advisory Council

2020 Annual Report

DELAWARE
EEAC
Energy Efficiency
Advisory Council

Letter from the Chair

Dear Delawareans,

On behalf of the Delaware Energy Efficiency Advisory Council ("EEAC" or "Council"), I am pleased to present this 2020 Annual Report. Established by the legislature in 2014, the EEAC works to develop energy savings targets and assist program administrators to deliver energy efficiency programs to their customers. Energy efficiency not only brings cost savings to the individual ratepayer but also provides benefits across the entire energy system.

This year was marked by many challenges. The global pandemic changed everyday life for Delawareans and around the world. The pandemic also created economic hardships for many families and businesses. Despite these challenges, energy efficiency programs in Delaware continued offering efficiency services to save participants money while continuing the important work of reducing greenhouse gas emissions and mitigating the impacts of climate change. Moreover, Delmarva Power & Light began implementing energy efficiency programs in 2020, marking the first time a regulated utility in Delaware has done so. The pandemic has also enabled new ways of doing things. In April of 2020, the EEAC began meeting virtually, ensuring member safety while allowing the Council to continue its work during these unprecedented times. The EEAC continued its work of supporting energy efficiency programs, notably, by approving statewide three-year savings targets for 2020-2022 and energy efficiency plans for all non-regulated[1] program administrators.

This report contains a summary of the activities of the EEAC over the past year, including work in the areas of evaluation, measurement, and verification ("EM&V"), low-income program development, and the consideration of new opportunities for program enhancements. The report also provides individual updates for each energy efficiency program administrator. It includes their progress towards energy savings targets and program results and updates.

In 2021, the EEAC will continue its work of championing statewide energy efficiency efforts. It looks forward to continuing its energy efficiency efforts and working cooperatively with all of Delaware's energy consumers to continue our success.

Sincerely,

Robert Underwood
DNREC – Energy Program Administrator
EEAC – Chair

[1] Not regulated by the Delaware Public Service Commission. This includes Delaware Municipal Electric Corporation (DEMEC) and the Delaware Electric Cooperative (DEC). In collaboration with Energy Efficiency program administrators including the Delaware Sustainable Energy Utility (DESEU) and the Department of Natural Resources and Environmental Control (DNREC).

DELAWARE
EEAC
Energy Efficiency
Advisory Council

Introduction

Since 2014, the Delaware EEAC has been working as a collaborative panel of representatives to support the development of energy efficiency programs that increase energy efficiency, reduce energy usage, and lower consumer energy costs across the State. One of the primary tasks of the Council is to assist Delaware's electric and natural gas utilities and program administrators with developing and deploying energy efficiency programs that are cost-effective, reliable, and achievable. The 2020 EEAC Annual Report highlights the actions of the Council and participating program administrators over the past year and documents the State's progress towards the implementation of energy efficiency programs for all Delawareans.

Council Mission Statement

The EEAC's mission is to assist affected energy providers in the development of energy efficiency, energy conservation, peak demand reduction, and emission-reducing fuel switching programs for all customer classes. These programs and financing mechanisms aim to be cost-effective, reliable, and feasible, and include evaluation, measurement, and verification of energy savings. The Council strives to collaborate with the Public Service Commission staff and the Public Advocate to recommend candidate programs for three-year portfolios to be approved by the Public Service Commission or the appropriate governing body. For more information and to follow the work of the Council, visit de.gov/eeac.

2020 Program Summary

ENERGY EFFICIENCY PERFORMANCE OUTCOMES

2020 energy efficiency savings equivalent to:

Approximately **5,800 homes** powered for a year through electric savings

Over **2,000 homes** heated for a year through gas savings

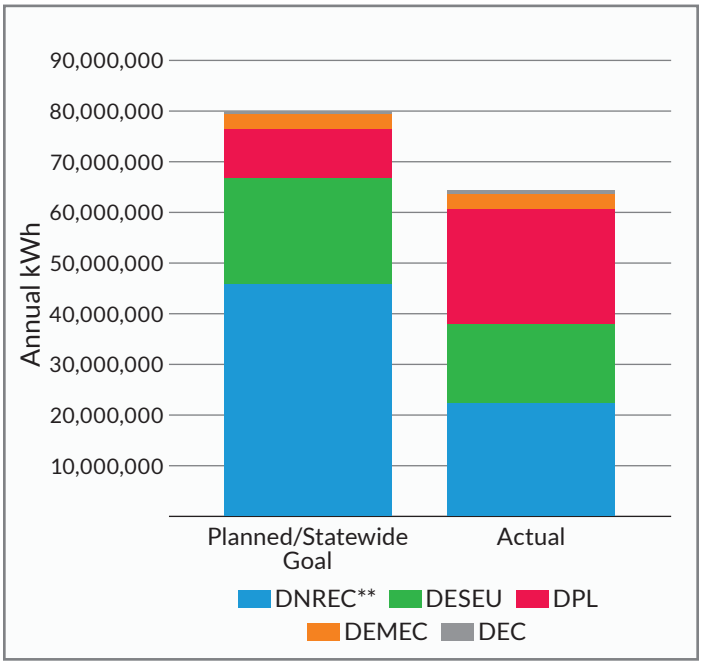
Almost **40,400 metric tons** of carbon dioxide avoided each year, the equivalent of taking **8,770** cars off the road.

PROGRESS TOWARDS ENERGY SAVINGS TARGETS

In late 2019, all non-regulated affected energy providers submitted three-year plans to the Council for the 2020-2022 timeframe. In early 2020, the EEAC established three-year non-binding energy savings targets based on these plans as well as Delmarva Power & Light's plan that had already been approved by the Public Services Commission (PSC). 2020 represents the first year of the latest three-year goals. Figure 1 shows the electric program savings in 2020 compared to planned savings and the statewide target for the year. These savings represent preliminary (unevaluated) results.

Figure 2 presents similar information from gas program savings.

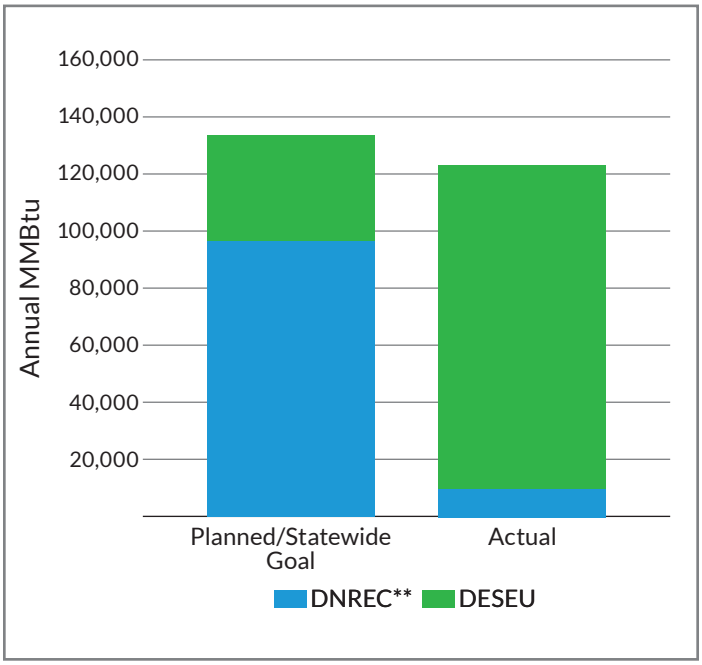
Figure 1. 2020 Net Electric Savings*



* For preliminary results, net savings were calculated using statewide net-to-gross ratios as approved by the EEAC EM&V Committee.

** DNREC EEIF planned numbers included savings for projects preapproved in 2020. Some of those projects will be completed in 2021 and are not included in 2020 final savings numbers.

Figure 2. 2020 Net Gas Savings*



* For preliminary results, net savings were calculated using statewide net-to-gross ratios as approved by the EEAC EM&V Committee.

** DNREC EEIF planned numbers included savings for projects preapproved in 2020. Some of those projects will be completed in 2021 and are not included in 2020 final savings numbers.

Program Results and Updates

DNREC DIVISION OF CLIMATE, COASTAL, & ENERGY

The DNREC Division of Climate, Coastal, & Energy (DCCE) supports energy efficiency and conservation programs that help reduce energy use and impact on the State's environment and public health. In 2020, the Division's energy efficiency efforts included the Energy Efficiency Investment Fund (EEIF), Energy Efficiency Industrial (E2I) program and the Weatherization Assistance Program (WAP). These programs contributed to reducing the production of harmful greenhouse gasses, lowered energy costs, and improved the value and comfort of homes and businesses in Delaware. The table below presents preliminary results of DNREC's progress towards achieving its energy savings targets. In early 2021, DNREC's EM&V contractor completed an evaluation of DNREC's 2019 program results. This evaluation can be found on DNREC's website at: http://www.dnrec.delaware.gov/energy/Documents/DNREC-CY2019-Evaluation-Report.pdf.

Table 1. 2020 DNREC Performance Metrics

Annual Electric Energy Savings (MWh)	22,259
Annual Electric Demand Savings (kW)	3,696
Annual Natural Gas Savings (MMBtu)	10,009
Annual Other Fuel Savings (MMBtu)	813
Program Spending (Millions)	$6.1

ENERGY EFFICIENCY INVESTMENT FUND

Program Description

The Energy Efficiency Investment Fund (EEIF) provides financial incentives to Delaware businesses, local governments, and non-profits to make building technology upgrades that result in energy, peak demand, and operating cost savings. The program includes both prescriptive incentives and a custom incentives pathway that supports more complex and comprehensive projects. EEIF is funded by the Delaware Public Utility Tax, one-time allocations from the Pepco-Exelon merger settlement and the Regional Greenhouse Gas Initiative (RGGI). In 2020, DNREC took several steps to keep up with growing interest in the EEIF program as well as to streamline the application process for participants. First, DNREC procured third-party implementation services for the program based on a recommendation provided by EEIF evaluators. Partnering with a third-party implementer will help to alleviated bandwidth challenges for processing more applications, implement industry standard-practice savings methodologies, and bring a range of expertise to the program including engineering, marketing, and account management. Second, DNREC worked with a web developer to design an online application portal for use by participants.

CASE STUDY

ENERGY EFFICIENCY INVESTMENT FUND

The Need

The home improvement chain, Lowe's, wanted to replace the metal halide and florescent lighting in the interior and exterior areas of their stores. The decision to renovate the lighting was made in an effort to reduce operating costs, provide better lighting for customers and employees, and improve energy efficiency.

The Solution

Lowe's Companies completed lighting renovations in six locations throughout the state, replacing 7,864 lights in total. Exterior lighting fixtures were replaced in the garden centers and loading areas, and now feature LED flood lights and LED area pole lighting. In addition, interior areas of the stores, including the sales floor, warehouse, and employee offices, now feature LED strip fixtures, high-bays, and recessed lighting fixtures.

Savings Summary

- Total project costs: $2,394,209
- Incentive payment and/or financing: $297,581
- Annual energy savings: 5,295,940 kWh
- Annual cost savings: $158,878

The portal is expected to go live in 2021. Results in the table below represent projects completed in 2020.

Table 2. 2020 EEIF Performance Metrics

Annual Electric Energy Savings (MWh)	22,118
Annual Electric Demand Savings (kW)	3,669
Annual Natural Gas Savings (MMBtu)	9,644
Program Spending (Millions)	$3.5
Participants (# of businesses)	85

WEATHERIZATION ASSISTANCE PROGRAM

Program Description

The Weatherization Assistance Program (WAP) was created to reduce energy costs for low-income[2] Delaware households by increasing the energy efficiency of their homes. In Delaware, WAP has been available to low-income residents since 1976. The current offering is administered by DNREC's Division of Climate, Coastal, and Energy and implemented by third party subgrantees. The program provides energy efficiency, weatherization, ventilation, and other health and safety measures to eligible residents. DNREC administers its WAP as a Grantee of the U.S. Department of Energy's WAP. Other sources of funding include the Low-Income Home Energy Assistance Program (LIHEAP), which is run by Delaware's Department of Health and Human Services, RGGI proceeds, and contributions from Delmarva Power and Light.

To support WAP, the Delaware Sustainable Energy Utility's Pre-Weatherization Program (Pre-WAP) provides essential repairs to homes that have been deferred by WAP for structural reasons. Since Pre-WAP's inception in 2016, the program has enabled over 300 homes to receive WAP services that otherwise would not have due to the condition of the homes.

Table 3. 2020 WAP Performance Metrics

Annual Electric Energy Savings (MWh)	141
Annual Electric Demand Savings (kW)	27
Annual Natural Gas Savings (MMBtu)	365
Annual Other Fuel Savings (MMBtu)	813
Program Spending (Millions)	$2.6
Participants (# of households)	115

ADDITIONAL 2020 RESULTS AND PROGRAM CHANGES

In 2020, the WAP program brought on Energy Coordinating Agency (ECA) as a new Subgrantee to provide services to Kent and Sussex Counties. Other program updates included introducing a Cloud-based version of the software system for client databasing and improved energy modeling and a new state LIHEAP contract requiring all LIHEAP clients be offered WAP at intake. This intake change resulted in an additional 111 WAP applications in the client pipeline.

[2] Services are available to households with income at or below 200% of federal poverty income guidelines.

CASE STUDY

WEATHERIZATION ASSISTANCE PROGRAM

The Need

A client came into the WAP using space heaters to warm the home because the home's oil furnace had stopped working. The client lives in a 5,100 square feet home that was built in 1929. Her home was very drafty resulting in high utility bills.

The Solution

Prior to 2020, the home was weatherized and received 752 square feet of R-30 attic insulation, pipe wrap, 10 LED bulbs, and performed 1,000 cfm of air sealing. The client commented, "The house is so much better. We are seeing a savings on our utility bill every month and our home is much more comfortable." In January 2020, the Delaware Electric Cooperative, the client's utility provider, replaced her failed heating system with a 3-unit mini split system that provides heating and cooling. After the new heating system was installed in January 2020, an assessment of the client's electric bills shows a total savings of $369 (3,452 kWh) over the previous 3 winters (Dec-Feb). When comparing 2018 usage (before any services were provided) to 2020 usage (after WAP and new heating system was installed), the client should realize a cost savings of approximately $827 (7,735 kWh) per year.

Savings Summary

- Annual cost savings: $827
- Annual energy savings: 7,735 kWh

The combination of weatherization and the installation of a new mini split system has made my home a more pleasant place to live. I am very thankful for the work done at my home!

Program Results and Updates

ENERGY EFFICIENCY INDUSTRIAL

Program Description

The Energy Efficiency Industrial (E2I) program is designed to encourage non-standard energy efficiency upgrades. It is available to Delmarva Power and Light customers whose annual consumption is greater than 10,000 MWh and/or 95,000 MMBtu annually. E2I is geared towards a comprehensive full-facility upgrade that maximizes energy savings and cost-effectiveness. E2I allows for unique and creative solutions to complex, large-scale projects. Although the potential savings from each E2I project are substantial, the number of customers eligible to participate in the program are small. For this reason, savings are likely to vary widely from year to year.

In late 2018, an Energy Efficiency Industrial (E2I) Program application was preapproved for $6.2M. The preapproval was for the re-life project at the Messer (formerly known as Linde) facility in Claymont, Delaware. The Messer facility is an air separation plant that uses large compressors to separate atmospheric air into marketable products such as nitrogen, oxygen and argon. The facility is energy-intensive with electric costs representing approximately 60% of their operational costs. Messer is investing approximately $100M into their facility with an estimated 30-40 years of service life for the new equipment. The project is currently underway with an estimated completion date in 2021.

In 2020, six additional E2I applications were received and preapproved by DNREC. In total, the seven pre-approved projects will receive $6.9 million in E2I grants and result in energy savings of over 35,000 MWh of electricity and 40,000 MMBtu of natural gas. Awards will be paid after projects are complete, paid invoices are submitted, final screening is completed, and post-installation site visits are conducted.

DELAWARE SUSTAINABLE ENERGY UTILITY

The Delaware Sustainable Energy Utility (DESEU) was created in 2007 by the state of Delaware to foster a sustainable energy future. The DESEU serves as a one-stop resource to residents and businesses by offering numerous programs through its Energize Delaware initiative. In 2020, the DESEU helped more than 5,000 Delaware utility customers save money through energy efficiency. The DESEU is primarily funded through the Regional Green House Gas Initiative (RGGI) but leverages multiple sources of funding such as tax-exempt bonds and leases, fees and interest on financing, and fees for services.

Table 4. 2020 DESEU Performance Metrics

Annual Electric Energy Savings (MWh)	15,910
Annual Electric Demand Savings (kW)	9,217
Annual Natural Gas Savings (MMBtu)	113,117
Program Spending (Millions)	$16.5
Participants (# businesses, organizations, or households)	5,493

HOME PERFORMANCE WITH ENERGY STAR

Even during a pandemic, it is important to provide essential services for Delaware's residents to keep their homes energy efficient, comfortable, and safe, especially at a time when families are spending more time at home. Many residential homes are drafty, have uncomfortable rooms, and have equipment that needs to be upgraded for efficiency and reliability. Delawareans and families across the country are experiencing higher utility costs and more strain on their budgets due to COVID-19.

HPwES is a cost sharing partnership program. In addition to Energize Delaware's program funding, Delaware Electric Cooperative (DEC) funded 579 energy audits and home energy upgrades in the amount of $184,161 which resulted in $50,754 in energy savings and avoiding 252 metric tons of GHG emissions. Lewes BPW funded 33 energy audits and energy upgrades in the amount of $4,643 which resulted in $1,907 in energy savings and 79.5 metric tons of GHG emissions avoided. Funding provided by Lewes BPW and the associated savings are included in Tables 4-6. Funding provided by DEC and the associated savings are counted in Table 7 of the DEC section of this report.

The SEU's flagship Home Performance with ENERGY STAR® (HPwES) program which is going into its eighth year, offers a whole house approach to improving comfort and safety in the home, and it provides homeowners significant savings on their utility costs. Delaware homeowners learn ways to improve the energy efficiency of their homes through completion of a subsidized, comprehensive home energy assessment performed by certified contractors and

they also receive up to $200 of energy saving items such as LED light bulbs and pipe insulation.

Energize Delaware was able to keep its Home Performance with ENERGY STAR program operating and its participating contractors working in a safe and efficient manner to provide home energy assessments and rebates for energy efficiency heating and cooling equipment, air sealing and insulation and other water heating and weatherization measures. The SEU even provided reduced costs for the energy assessments, increased rebate amounts and provided incentives for completed applications to the program to keep contractors working and making projects more affordable during this difficult time. They also offer a special 5.99% low-interest loan to qualifying homeowners for energy saving home improvements up to $30,000 through the Energize Delaware Energy Efficiency Residential Loan Program, which can provide financing for 100% of the project cost.

Table 5. 2020 HPwES Results Summary

Home Assessments Completed in 2020	1,749
Homes Receiving Rebates	1,196
Incentives Awarded	$2.4
Annual Cost Saving (Millions)	$0.4
Lifetime Cost Savings* (Millions)	$6.6
Annual Natural Gas Savings (MMBTU)	4,102
CY20 Program Expenditures (Millions)	$3.6

*Lifetime is estimated to be 18 years on average.

COMMERCIAL PROPERTY ASSESSED CLEAN ENERGY

Commercial Property Assessed Clean Energy (C-PACE) is a financing mechanism that enables building owners to seek private sector low-cost, long-term funding for energy efficiency, renewable energy and water conservation projects. C-PACE financing is repaid as an assessment on the property's regular tax bill, which generates benefits that aren't available through conventional forms of funding.

C-PACE funds 100% of the hard and soft costs of an energy project so property owners do not have to cover any up-front or out-of-pocket costs. Property owners can reallocate funds previously reserved for energy projects to be used on other capital projects or budgetary items. This is especially important for properties with limited expenditure budgets (nonprofits, new businesses, etc.) C-PACE financing is attached to a building through a tax assessment; it is not attached to an individual or business. If the building is sold before the C-PACE assessment is paid off, it seamlessly transfers to the new owner as part of the taxes. The savings from the energy project transfer to the new owner too.

Assessment financing brings several advantages to building owners and lenders. Energize Delaware administrates the program, five capital providers are registered in the program along with three contracting firms.

Program Results and Updates

ADDITIONAL 2020 RESULTS AND PROGRAM CHANGES

Savings results from DESEU's numerous other programs in 2020 are listed in Table 6. Please note, numbers in the table may not precisely add up due to rounding.

Table 6. 2020 DESEU Savings by Program

Program	Annual Electric Energy Savings (MWh)	Annual Electric Demand Savings (kW)	Annual Natural Gas Savings (MMBtu)
Residential	**2,984**	**712**	**11,452**
Affordable Multifamily Housing	(439)*	–	6,882
Empowerment Grant	457	–	–
HEC2	135	34	385
HPwES Program	2,583	657	4,102
Lights-On	222	20	–
Zemod	24	–	83
Commercial & Industrial	**12,926**	**8,506**	**101,664**
CPACE	2,759	1,015	22,571
EEIF for Non-Profits	1,314	484	7,592
Energy Assessments for Non-Profits	1,090	401	5,536
Faith Efficiencies Partnership	33	13	511
Farm Program	15	93	598
Pathways to Green Schools	–	–	–
Performance Contracting	6,522	6,060	57,589
Revolving Loan Fund	1,194	440	7,267

* Note: Negative savings numbers due to fuel switching.

SEU highlights from these programs include:

- Launched Empowerment Grant Program, awarding 1 large scale grant and 5 community-scale grants totaling more than $900,000.
- Closed 7 loans totaling more than $847,000 through the Revolving Loan Fund.
- In May, the Lights On program launched a call campaign, reaching out to over 2,600 previous clients to inform and educate them about the importance of getting tested for COVID-19 and providing information on health resources near them.
- Added tax exempt lease financing to the financing toolbox for the Performance Contracting Program. A "master lease" occurs when a central authority, like Energize Delaware, enters into a multiple-year agreement with a financier to offer tax-exempt leases to selected agencies.
  - Through this mechanism, helped the Department of Corrections (DOC) and the Department Health and Social Services (DHSS) together obtain $14.4 million in financing.

CASE STUDY

COMMERCIAL PROPERTY ASSESSED CLEAN ENERGY

The Need

The DuPont Building is a hallmark of downtown Wilmington, Delaware. Originally constructed in 1908, it was the longtime home to the DuPont Company headquarters until 2015. At approximately 1,000,000 square feet and taking up an entire city block, the building has been undergoing significant renovations after being purchased by The Buccini/Pollin Group in 2017. These renovations will modernize and overhaul the building to convert it into a mixed-use facility consisting of a hotel, luxury apartments, a theatre, retail space and office space

The Solution

In 2020, the first C-PACE financing assessments were used to fund over $6.9 million in energy efficiency measures at the Dupont Office Building. The project included replacing aging boilers, chillers, and cooling towers, upgrading LED lights, and installing, water conservation measures, weatherization, and automated climate controls

Savings Summary

- C-PACE financing: $6.9 Million
- Annual energy savings:
  - 3,950,870 kWh
  - 322,515 therm
  - Water 1,724 gallons
- Annual cost savings: $765,949
- Lifetime savings:
  - CO2e emission reduction: 110,889 tons
  - Total energy savings: 915,042 MMBtu
  - Energy savings: $22,978,485

DELAWARE ELECTRIC COOPERATIVE

Delaware Electric Cooperative (DEC) is a member-owned electric distribution company serving 105,000 members in Kent and Sussex Counties Delaware. DEC implements several efficiency programs for residential, commercial, and agricultural customers. The programs typically provide prescriptive incentives for a short list of qualifying measures and equipment types. Much of the program activity to date has been in lighting, but programs to promote geothermal heat pumps and heat pump water heaters have also been successful. DEC also offers a low-income program and two demand response programs. Through the Electric Vehicle (EV) Program, EV owners can receive a one-time $200 billing credit and an additional $5 monthly billing credit for not using their EV chargers during Beat the Peak alerts. DEC also partnered with NEST's Rush Hour Rewards program to provide incentives for allowing DEC to adjust participating customers' NEST thermostats a few degrees during summer Beat the Peak alerts. Customers who sign up for the program receive a $100 credit on their electric bills. Customers can also receive a $5 monthly billing credit from June through September.

Table 7. 2020 DEC Performance Metrics

Annual Electric Energy Savings (MWh)	797
Annual Electric Demand Savings (kW)	6,954
Annual Natural Gas Savings (MMBtu)	N/A
Program Spending (Millions)	$1.8
Measures installed	1,878

DELAWARE MUNICIPAL ELECTRIC CORPORATION

The Delaware Municipal Electric Corporation (DEMEC) was incorporated in 1979 as a public corporation constituted as a Joint Action Agency and a wholesale electric utility. DEMEC represents and serves the eight municipal electric distribution utilities located in the State of Delaware. Collectively, they serve over 99,000 residents and businesses in their communities. DEMEC's Efficiency Smart program was initially launched in 2018. The program offers several options to help participating communities and their residential and business customers use less energy and save money through energy education, plug load meter reports, technical assistance, and financial incentives.

Program Results and Updates

Table 8. 2020 DEMEC Performance Metrics

Annual Electric Energy Savings (MWh)	2,736
Annual Electric Demand Savings (kW)	419
Annual Natural Gas Savings (MMBtu)	N/A
Program Spending (Millions)	$1.2
Participants (# of unique account holders or locations)	1,542

EFFICIENCY SMART

In 2020, as people spent more time at home due to the COVID-19 pandemic, and both businesses and residents faced economic uncertainty, it was more important than ever for customers to control their energy use and save money. DEMEC's energy efficiency program, Efficiency Smart, helped customers navigate the pandemic through existing and new service offerings. Residential customers learned how to control their electric use with customized energy saving recommendations, many of which could be completed for little to no cost. New initiatives like the "Home Energy Challenge" rewarded residents for learning about their electric use and committing to lowering it. In addition, partnerships with local retailers provided LED light bulbs at an affordable price, boosting sales for local businesses while helping residents save on their electric costs.

DEMEC's program also helped businesses keep operating costs low through technical guidance and incentives. This included publishing free energy-saving best practice guidelines for restaurants and other organizations required to temporarily close facilities. Efficiency Smart also increased incentives on LED upgrades for small businesses and non-profits. This made upgrades more affordable for organizations like Kent-Sussex Industries, Inc. (KSI), a non-profit agency that provides services to individuals with disabilities. The energy KSI saved helps the organization allocate more funds towards serving the community, especially during such unstable times.

Select Highlights:

- Local retail partners sold more than 5,200 discounted LEDs
- KSI's efficiency upgrades will save nearly 13,000 kWh and $1,500 annually and approximately $25,000 over the LED's lifetime.

Efficiency Smart provided the expertise and funding to help KSI replace more than 80 light fixtures to complete our transition to LED lighting. We appreciate the knowledge, professionalism, and guidance Efficiency Smart provided and look forward to working with them in the future.

Shawn Bowman
Director of Facilities Management, KSI

POWER SAVERS

DEMEC also works with residential and commercial electric customers to reduce energy consumption during peak energy usage times through the Power Savers demand response program. On days that large increases in electric usage are expected, DEMEC will encourage customers to avoid activities that will increase their use by issuing "Power Saver Alerts." DEMEC uses a combination of municipal notification systems, contractor support, and website and social media to issue alerts and notify customers.

ADDITIONAL 2020 RESULTS AND PROGRAM CHANGES

In 2020, DEMEC began offering rebates for recycling refrigerators, freezers, room air conditioners and dehumidifies through its Appliance Recycling Rewards Program. They also launched a new online assessment tool for residential customers to help them lower their energy usage and which of those recommendations qualify for Efficiency Smart rebates.

REGULATED UTILITIES

In addition to presenting program plans to the EEAC, Delaware's two regulated utilities, Delmarva Power & Light and Chesapeake Utilities must seek approval from the Delaware Public Service Commission (PSC) to run energy efficiency programs. In September of 2019, Delmarva received approval from the PSC to provide three energy efficiency programs to residential customers, which the company began implementing in 2020[3]. An appliance recycling program offers customers up to $50 for replacing and recycling old, inefficient appliances such as refrigerators. An LED lighting program provides customers with instant in-store discounts on efficient bulbs to encourage them to replace inefficient lighting. Lastly, a behavior program helps customers to reduce energy use by changing their actions. Customers will receive home energy reports comparing their usage with neighbors in similar homes. Reports will provide high usage alerts and more personalized data to keep customers informed about their energy usage and how to reduce it.

Table 9. 2020 DPL Performance Metrics

Annual Electric Energy Savings (MWh)	22,778
Annual Electric Demand Savings (kW)	4,189
Annual Natural Gas Savings (MMBtu)	N/A
Program Spending (Millions)	$1.8
Participants	297,148

Chesapeake may proceed with program planning in 2021.

Program Results and Updates

CASE STUDY

LED LIGHTING PROGRAM

The Need

United Way of Delaware is good at bringing community leaders, businesses, and citizens together to help communities grow in the areas of early education, college and career readiness, and financial stability. In order to effect true change in the community, United Way of Delaware has moved from solely a funding source to a full community impact organization. This means that they strategically and intentionally mobilize communities. By focusing on education, income, and health, United Way of Delaware directly engages, influences, and assists individuals and families so they can live up to their greatest human potential.

United Way of Delaware recognized that there was an opportunity to help families save money and energy as well as protect the environment by partnering with Delmarva Power to provide energy efficient LED light bulbs at no cost to be distributed throughout the Delmarva Power service area. Many of these bulbs found their way into the homes of families that could be considered energy insecure.

The Solution

As part of Delmarva Power's mission to help limited income communities across the state save money on their utility bills, over 20,000 energy efficient LED light bulbs were donated to United Way of Delaware for distribution throughout Kent, New Castle, and Sussex counties to community centers, senior and youth programs and other non-profit organizations serving limited income neighborhoods and those affected by COVID-19.

Savings Summary

- Total project costs: $34,410
- Incentive payment and/or financing: $34,410
- Annual energy savings: 609,912 kWh

Testimony of a family from each county:

Thank you so much for this gift to us. We have been living in the dark to save costs on our utility bills. We try to purchase these fantastic LED light bulbs; however, the price was not doable. Thank you, Delmarva and United Way of Delaware.

– Family in New Castle County

Thank you, Delmarva and UWDE. My family and I are grateful for such a meaningful gift. The information provided was an eye-opener. We have shared this knowledge with friends and family. We need to save in these times of crisis.

– Family in Kent County

Never would we have thought Delmarva would give us this fantastic product. We thank United Way and Delmarva.

– Family in Sussex County

Council Background and Activities

LEGISLATIVE BACKGROUND

Title 29 §8059 of the Delaware Code enables all of Delaware's energy providers to offer cost-effective energy efficiency programs to their customers in collaboration with the Delaware Sustainable Energy Utility. The legislation specified that programs should utilize private financing and allowance proceeds from the Regional Greenhouse Gas Initiative as the preferred sources of program financing prior to funds recovered from ratepayers. It also requires that regulations be promulgated, specifying how energy savings should be measured and verified. The legislation also created the EEAC, which is composed of a variety of energy efficiency stakeholders appointed by the Cabinet Secretary of the Department of Natural Resources and Environmental Control (DNREC).

COMMITTEE UPDATES

The Council includes two permanent subcommittees. The membership of both includes, at a minimum, a representative from each program administrator. Other members of the Council may join either subcommittee. The sections below summarize the activities of these committees in 2020.

EM&V COMMITTEE

The Evaluation, Measurement and Verification ("EM&V") Committee works to address aspects of planning, managing, overseeing, and reporting of all EM&V activities in Delaware. In addition to ensuring that public spending on efficiency is prudent and cost-effective, EM&V also informs program design improvements and guides future investment decisions. Committee participants include energy efficiency program administrators, Council members, and community stakeholders. In 2020, the committee began updating statewide avoided costs and net-to-gross ratios, reviewed snapshot reports from all program administrators with active energy efficiency programs, and discussed options for developing a Delaware-specific Technical Reference Manual (TRM).

In 2021, the EM&V Committee will continue to focus on ensuring that all program administrators with active energy efficiency programs are fulfilling their regulatory-based EM&V obligations. The group will also work on adopting new avoided costs and net-to-gross ratios, exploring a program co-delivery model, and fully developing an updated TRM.

LOW INCOME COMMITTEE

The Low-Income Committee supports all Delaware low-income energy efficiency programs and initiatives. The Committee provides feedback and guidance on the development and implementation of cost-effective program offerings. The Committee membership includes EEAC members (including utility representatives), state agencies, community action agencies, community-based organizations, faith-based organizations, and community foundations.

The Low Income Committee is tasked with monitoring progress of the deployment of 4 million dollars in Exelon merger funds designated for the creation of low-income energy efficiency programs. In 2019, a contract was awarded to the DESEU to create a program to administer the funds. In 2020, the DESEU began implementing the Empowerment Grants program, which provides support to organizations in delivering energy efficiency programs to low-income ratepayers located in Delmarva's electric and gas service territory in Delaware. In addition to supporting deployment of the Delmarva merger funds, the Low Income Committee spent time in 2020 discussing additional goals for the future including:

- Educating committee members about the low-income energy burden of Delaware
- Learning low-income program best practices from around the country
- Assessing the needs and opportunities for low-income energy efficiency programs in Delaware
- Discussing the skills and training needed to support the energy efficiency workforce of Delaware

Council Members

Rob Underwood (Chairperson)
Department of Natural Resources and Environmental Control
Emily Greene
Delaware Municipal Electric Corporation
Affected Energy Provider
Charles Kistler
HELP Initiative
Low-income sector
Cassandra T. Marshall
Quaker Hill Neighborhood Association
Residential Sector
Harris B. McDowell, III
Delaware State Senate
Delaware Sustainable Energy Utility
Kelly McKeown
Delaware Manufacturing Extension Partnership
Commercial Sector
Glenn A. Moore
Delmarva Power & Light
Affected Energy Provider
Mark Nielson
Delaware Electric Cooperative
Affected Energy Provider
Steve Baccino
Chesapeake Utilities
Affected Energy Provider
Alan Rogers
Delaware Energy Users Group
Manufacturing sector
Joseph Schorah*
Delaware Sustainable Energy Utility
Clem Dinsmore
Delaware Nature Society
Environmental
Vacant
Agricultural Sector

*As Executive Director of DESEU, Tony DePrima has been given the proxy of one of the DESEU Council members on an "as needed" basis. Dr. DePrima has also been a key contributor to the EEAC throughout 2020.