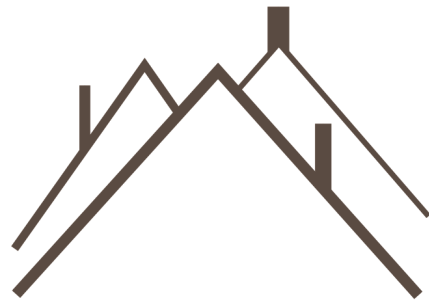


# Expanding Access to Energy Affordability and Healthy Homes in CT: A Partnership



**GENERATION  
POWER CT**



**NHS**  
NEW HAVEN



**neuac**

# Agenda

- About Us
- Poll Questions
- Generation Power CT + Home Energy ConneCT Partnership
- *Where did we get the money?*
- Creating the Gas Assistance Program - Process & Eligibility
- 2 Case Studies
- Program Impacts
- Conclusion
- Questions



# Key Learnings

- Long-term partnerships create ongoing, **compounding value** for clients
- Respecting roles & strengths, building trust, **create opportunity** for organizations
- Regulatory and legislative advocacy can **generate revenue** to support new programs
- Funding programs that leverage additional financial incentives creates **long-term value** and reduces energy costs for residents



# About Us



**Gannon Long, MBA**  
*Chief Policy & Public Affairs  
Officer*

- Organizing & lobbying experience for LGBTQ rights, transportation safety, and energy affordability
- Cheese monger, fun aunt, cat mom



**Brittany Bergstrom, MSW**  
*Chief Program Officer*

- Leads emergency energy assistance and water assistance programs at GPCT
- Soccer Coach + Social Sports enthusiast

# About Us



**Mike Uhl**  
*Head Engineer &  
Energy Counselor*

- More than 14 years of experience
- Kiteboarder & escapee of rooms!



**Lucy Ferlauto**  
*Project Manager*

- Provides trusted advice and identification of contractors and funding resources
- Double bass player
- Epic fantasy reader

# Polls

- What is the biggest barrier to taking on energy projects in your home?
- Who do you trust most when making home energy upgrades, particularly around up-front cost and energy savings?

# Generation Power CT (formerly Operation Fuel)

*Mission: To lead the way so current and future generations can thrive with secure access to heat, power, and water.*

- GPCT serves over 6,000 households/ 14,000 CT residents with over \$2.8 million in emergency energy assistance grants each year
- Advocates at State Capitol and with the Public Utilities Regulatory Authority (PURA)
- Conducts mission-driven research and community outreach to work toward a more affordable Connecticut



# Home Energy ConneCT

- Through one-on-one services at no cost to customers, NHS of New Haven's HomeEnergy ConneCT identifies appropriate contractors and funding opportunities, providing trusted advice for the duration of each upgrade.
- Residents across Connecticut choose HomeEnergy ConneCT to co-create custom energy upgrade plans to save money and improve the comfort, health, and performance of their homes.



**We get to know your goals,**  
analyze your energy use,  
and advise on next steps.



**We offer connections**  
to trusted contractor  
services and project funding.



**We stick with you**  
as contractors complete  
home energy upgrades.



# Partnership History: Remediating Barriers to Energy Efficiency & Weatherization Services in CT

**1979**

Neighborhood Housing Services of New Haven Founded

**2020**

NHS launches "I ❤️ My Home", now Home Energy ConneCT

**1977**

Operation Fuel, now Generation Power CT, Founded

**2020**

CT Passes Law Directing Utility Fine Money to GPCT

**2022**

Better Homes and Buildings Program

**2025**

Gas Assistance Program

# How is GAP Funded?

## CT PURA Notice of Violations (NOVs)

- 6 NOV's issued to 3 CT Gas Companies between July 2023-July 2024, to be spent "to provide financial assistance to gas customers experiencing difficulties."
- Some funds spent on GPCT's energy assistance but not enough gas clients to exhaust in time for deadlines.
- GPCT sought and received extensions to spend the funds.
- In October 2024, GPCT reached out to HECT to initiate partnership; we launched March 2025.

Docket # & Name	Date Awarded/Received	Amount Received	Date Spent/Deadline to Spend
<a href="#">CNG Docket 23-06-42</a>	7/1/2023	\$298,000	<a href="#">7/1/2025</a>
<a href="#">SCG Docket 23-06-41</a>	8/1/2023	\$498,000	<a href="#">8/1/2025</a>
<a href="#">Eversource Yankee Gas Docket 23-06-40</a>	11/1/2023	\$198,000	<a href="#">11/1/2025</a>
<a href="#">Eversource Yankee Gas Docket 23-12-16</a>	1/1/2024	\$98,000	<a href="#">1/1/2026</a>
<a href="#">CNG Docket 24-06-23</a>	8/1/2024	\$98,000	<a href="#">8/1/2026</a>
<a href="#">24-07-09 Eversource</a>	8/1/2024	\$98,000	8/1/2026

# GAP Partnership: *How do we get to YES?*

## GAP Goals:

- To more quickly spend down PURA fine \$ before deadlines (and avoid returning funds to companies)
- To address gaps in CT's existing programs and market for energy efficiency, weatherization, and barrier remediation
- To reduce energy burden for CT residents, ensuring homes are safe, comfortable, and affordable



- Identifies potential clients
- Reviews project scopes provided by HECT
- Manages budget
- Funds projects
- Reports on spending to PURA

### Key assets:

- Client trust
- Revenue generation
- Regulatory & legislative advocacy



- Identifies pre-qualified clients deferred from weatherization, energy efficiency services
- Navigates project options
- Identifies contractors
- Manages project execution

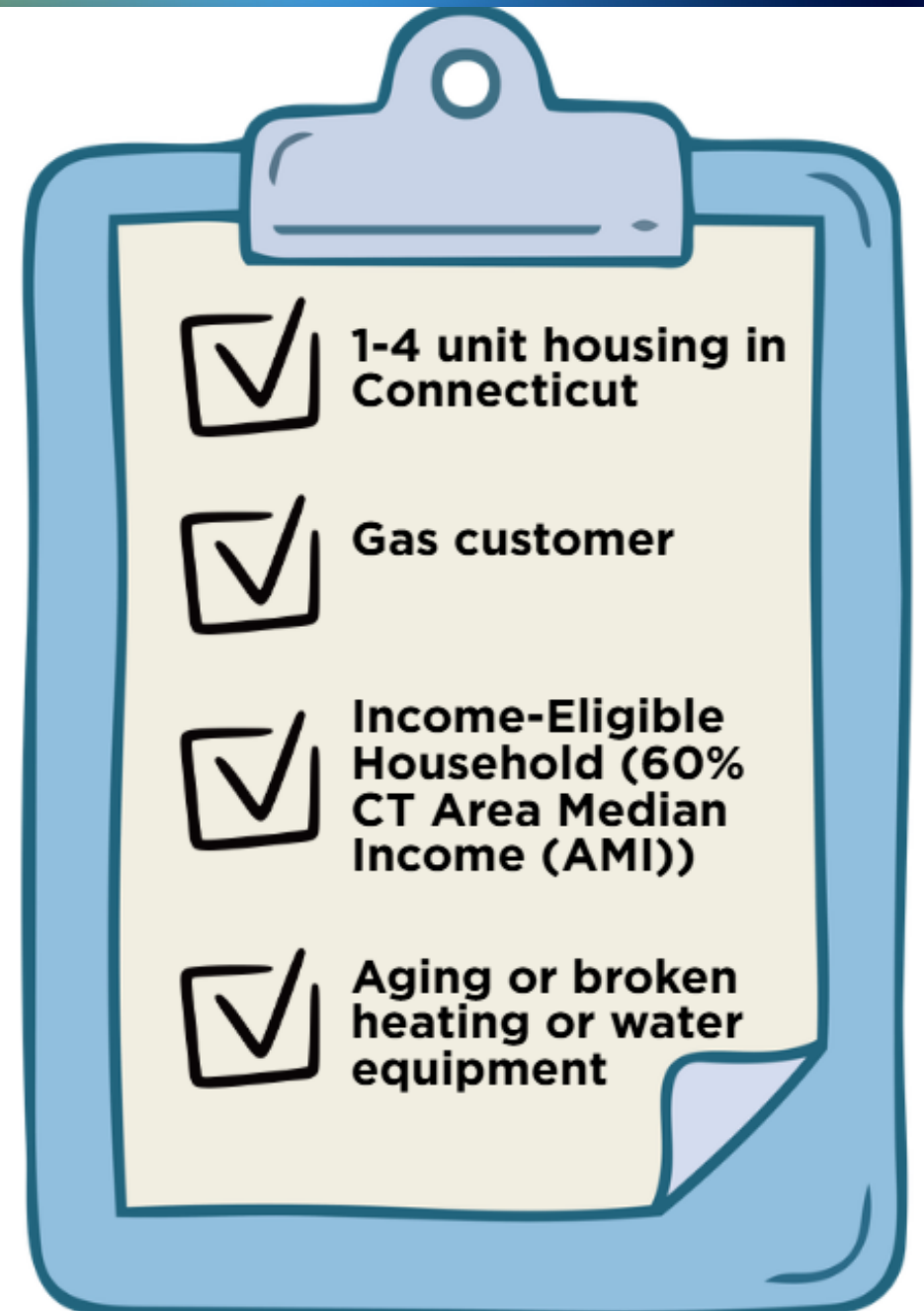
### Key assets:

- Client trust
- Technical expertise
- NHS's networks of residents, home buyers, contractors, financial institutions

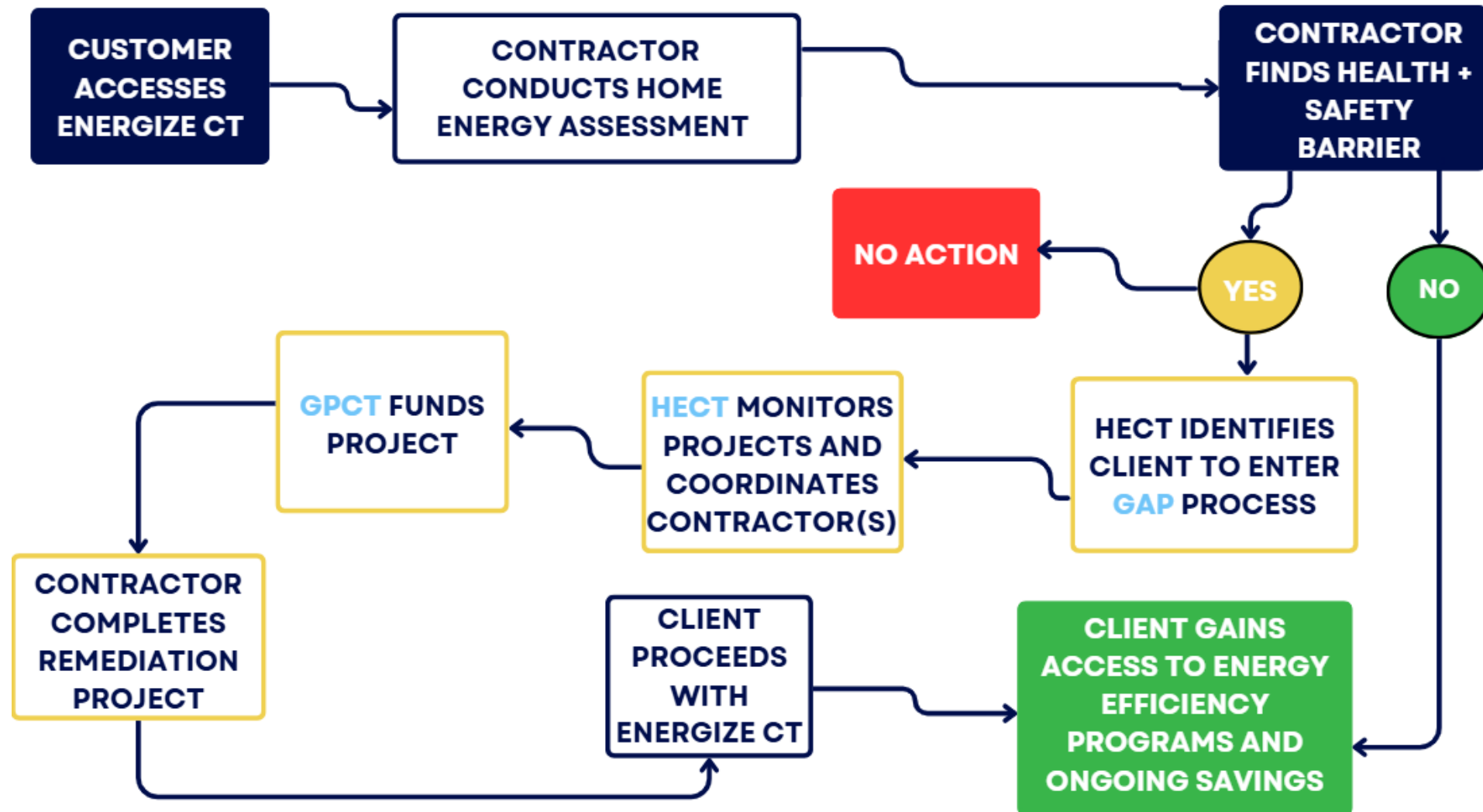
# GAP Eligibility



- CT's ratepayer funded energy efficiency programs provide households access to an energy assessment, as well as services such as insulation, window replacement, or upgraded heating or cooling systems.
- Income eligible households can qualify for ongoing energy efficiency and savings.
- Households found to have health and safety barriers (mold, asbestos, structural issues, etc) are deferred from program benefits, until the barriers are remediated.
- ***This is where we fill the GAP!***

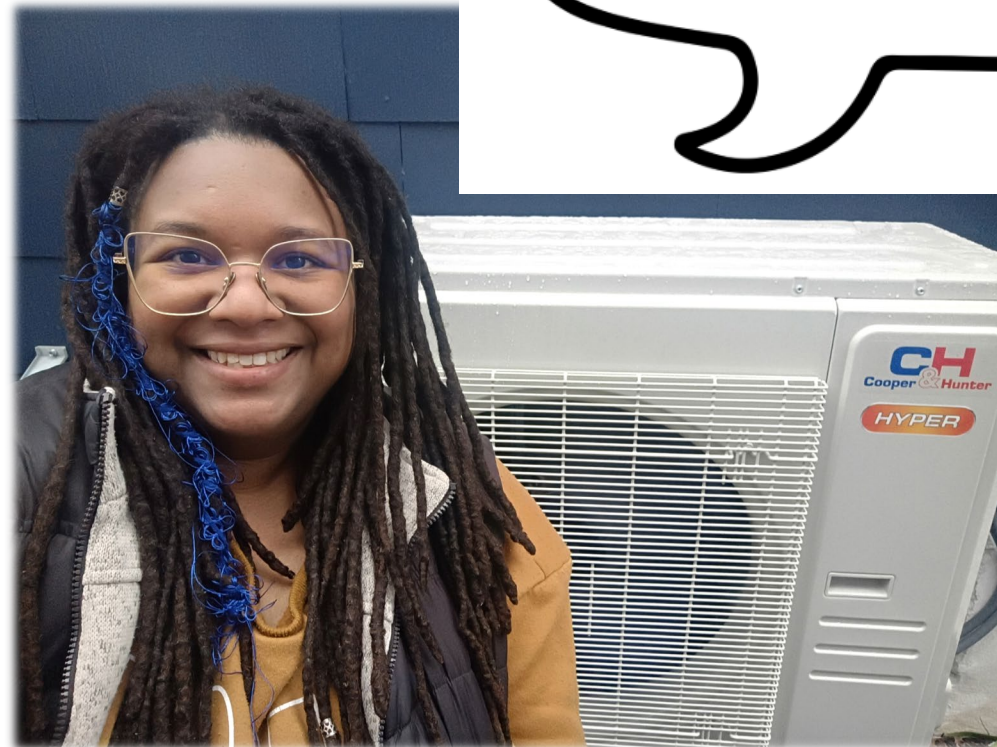
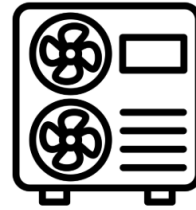


# Navigating CT's Energy Efficiency Programs



# Case Study: Chelsea

- New Single-Family Homeowner
- **Challenge:** Knob & Tube, No Heat
- **Solution:** Remediation enabled no-cost insulation, new heating PLUS cooling + solar ready home
- **Result:** Controlled bills & improved safety



“It was glorious! I couldn’t stop cleaning... it was such a relief to be in a warm home! Thank you so much for the insight, support, and advocacy! We really couldn’t have obtained this win without your help.”

Chelsea’s Story

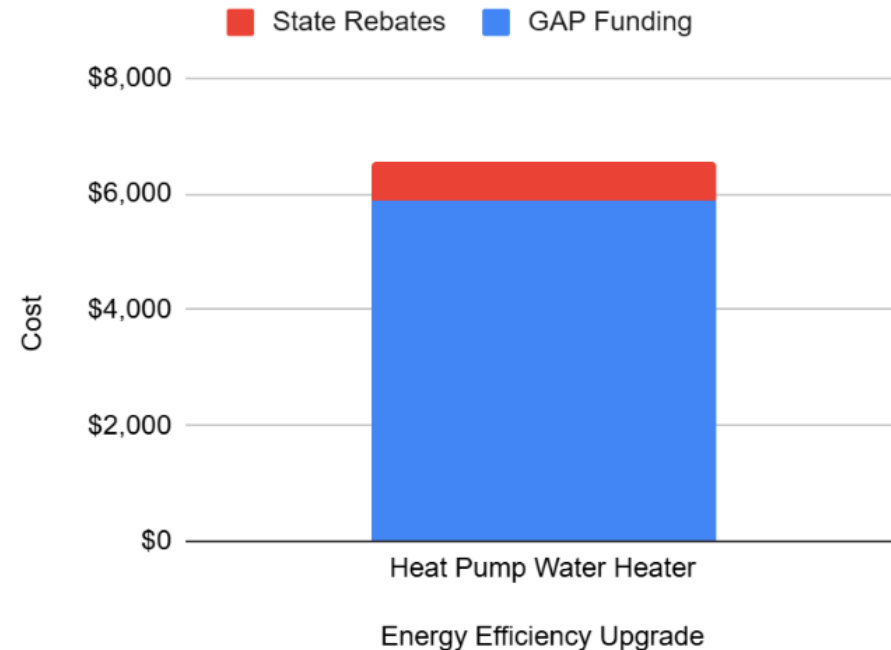


# Case Study: Eugenia

- Single-Family Homeowner
- Previous participated in join GPCT + HECT Program (result: air source heat pump)
- **Challenge:** Electrical panel at capacity (no room for standard HPWH)
- **Solution:** Used 120V plug-in HPWH version for rapid deployment
- **Result:** Restored hot water service without expensive panel upgrade



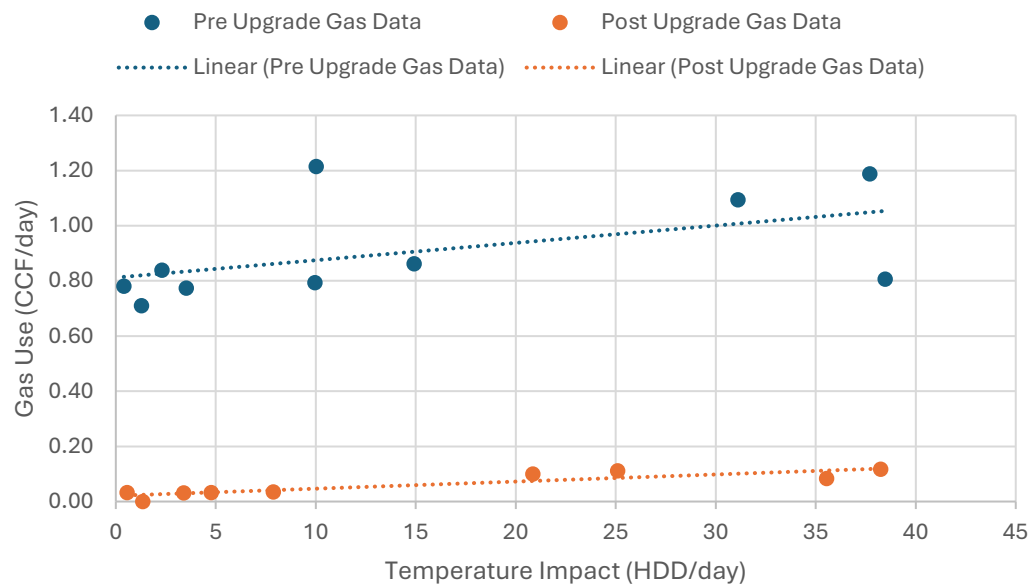
Home Energy Upgrade for Low/Moderate Income Resident in Connecticut



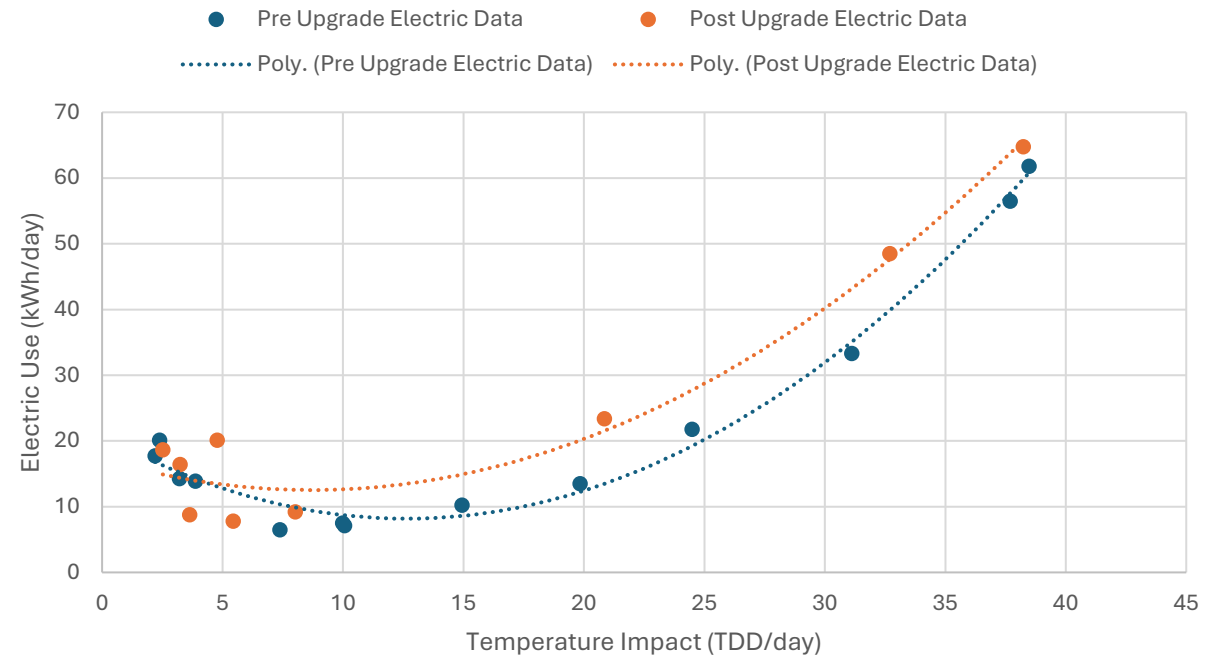
# Case Study: Eugenia



### Pre- and Post-Retrofit Comparison of Fuel Consumption (Gas)

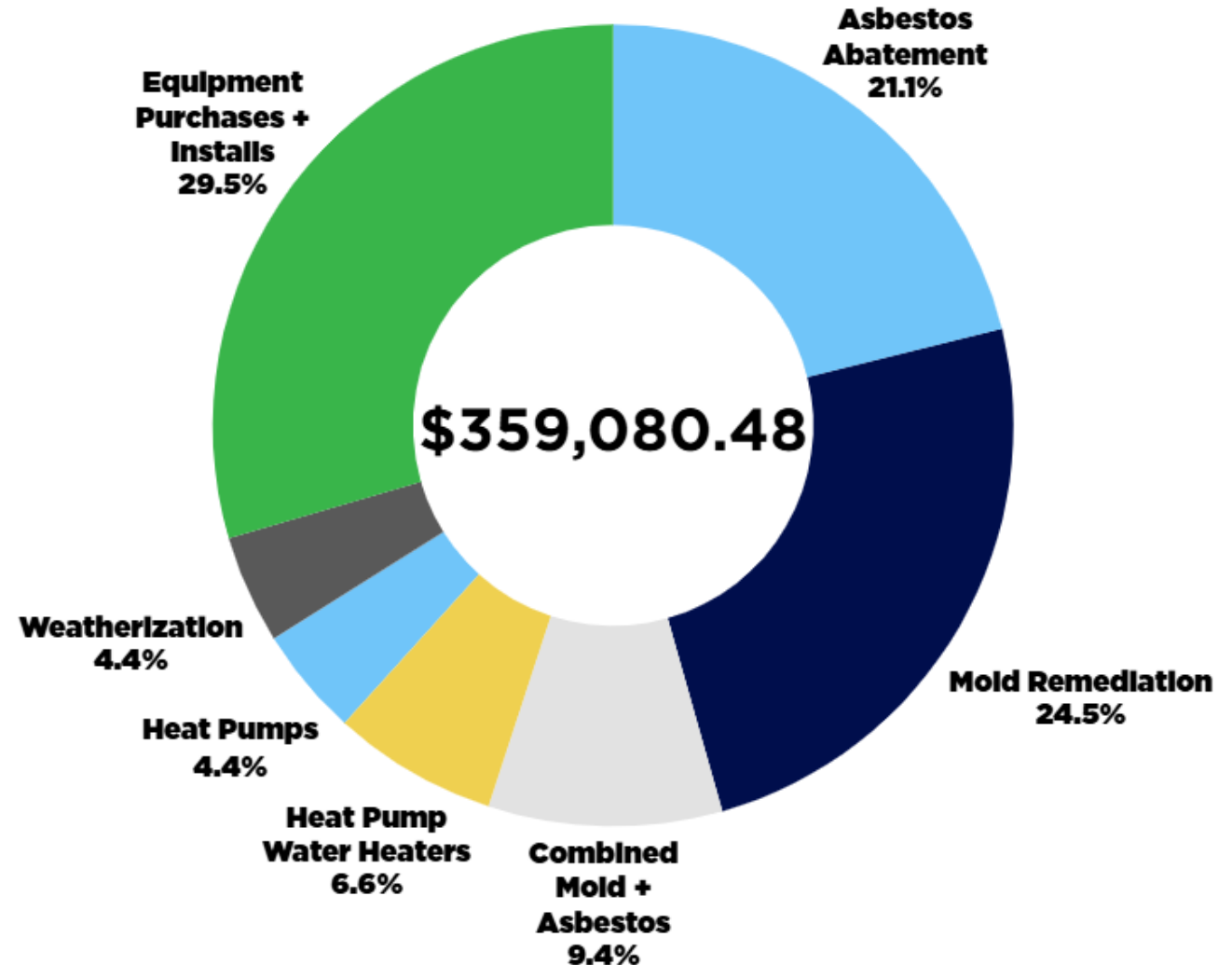


### Pre- and Post-Retrofit Comparison of Fuel Consumption (Electric)



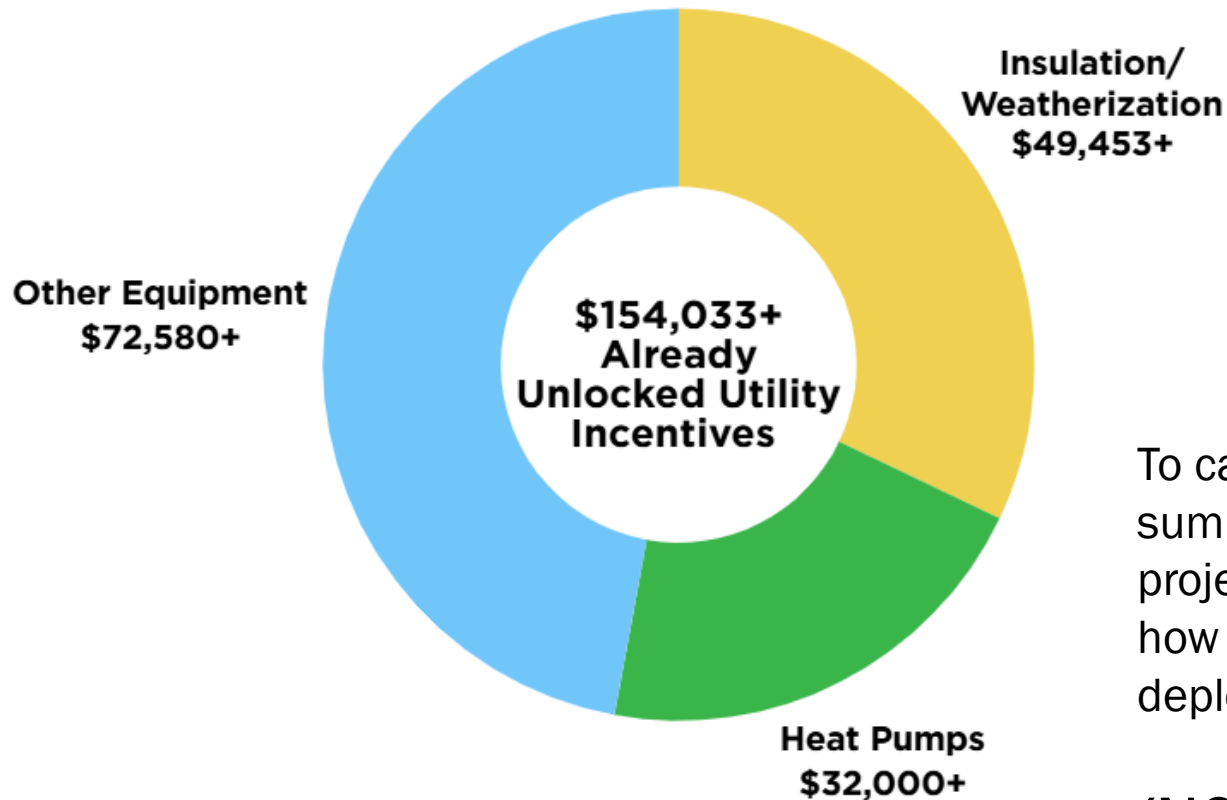
# Types of Projects Funded Directly with GAP \$

Project Types	Total Funded
Asbestos abatement	\$58,619.25
Mold remediation	\$67,839.74
Combined asbestos & mold remediation projects	\$26,203.00
Heat pump water installations	\$93,904.13
Heat pump installations	\$18,438.08
Insulation & Weatherization Projects	\$12,151.94
Additional Equipment purchases & installations	\$81,924.34
<b>TOTAL</b>	<b>\$359,080.48</b>



*\*\*We are still in-process of spending the final NOV.*

# Program Impacts: Leveraging GAP Investments



**\$323,199+**

**Estimated Value of All Projects Unlocked**

To calculate the **Multiplier Effect** of our investments, we add the sum of total funds deployed with estimated value of “unlocked” projects, then divide by funds deployed. Our multiplier shows how **valuable the investment was in homes**, purely by capital deployment. \*Does not include energy savings.

$$(\text{NOV} + \text{Est Unlocked}) / \text{NOV} =$$

$$(\$359,080 + \$323,199) / \$359,080 = 1.9x$$

# Program Impact



**65+ Projects**



**\$350,000+  
Home  
Improvements**



**\$150,000+  
Utility  
Incentives**



**Access to  
Other Programs**

We have significantly impacted the living conditions of our clients – both by **improving** the health and safety of their homes, **connecting** them to additional energy and cost-saving opportunities, and ensuring they can stay warm this winter.

# Conclusion

- Too many households face **procedural barriers** that delay urgent upgrades.
- Programs intended to help can sometimes **exclude** the very people who need them most - when eligibility requirements, financing structures, and timelines don't align with real-life circumstances.
- Often, there may be **available resources** to help mitigate these barriers and partnership opportunities for organizations already doing similar work.



# Questions?



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