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Annual Report Template

How to Use this Home Performance with ENERGY STAR Document

EPA has developed this document to provide Sponsors with a template to ensure all information required by the partnership agreement is submitted to EPA. The Annual report is due December 15th of every calendar year, and can be submitted as an application for ENERGY STAR awards. Please see section C-2 of the Partnership Agreement for details on this requirement.

SPONSOR INFORMATION

Date	12/13/2010
Name of Sponsor	New Hampshire Home Performance with ENERGY STAR program
Location	New Hampshire

CONTRACTOR RECRUITMENT AND TRAINING ACTIVITIES

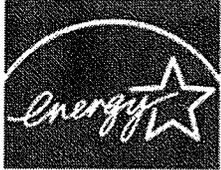
Please include a summary of recruitment and training activities performed in the last calendar year. Include number of new contractors, training courses offered and attended, and any other pertinent information.

You may also include number of jobs completed, progress toward your program goals, energy savings, or any other metrics to illustrate your program's current status. Feel free to attach additional pages, as needed.

The NH HPwES contractor pool has grown from four to sixteen since the program's inception in late 2009. The sponsoring NH utilities have partnered with New Hampshire Community College system to fund Building Performance Institute(BPI) training curriculum, course materials and equipment. Train the trainer programs were offered to college staff and industry professionals who then provided Building Analyst certification training to over one hundred new auditors across the state.

Training has expanded to offer Building Envelop Certification and Multi-Family Certification is planned for 2011. Additionally, EPA lead paint certification courses were offered throughout the year.

By the end of the 3rd quarter, 558 projects had been completed. Although this is a modest number when compared to the approximately 516,000 homes in New Hampshire, the program is well positioned to expand the number of homes that can be served by the program in 2011.



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QUALITY ASSURANCE ACTIVITIES

Please include a summary of your QA activities for the previous year. Include number of jobs reviewed (in-field and desktop). If you have made any changes to your QA plan, please details those changes here.

Under the NH HPwES model, all projects are reviewed prior to extending incentives to assist with the implementation of measures. The program's software allows auditors to upload their projects from the field using a wireless connection for approval. A project may auto approve if it passes a benefit cost review of 1.3 or higher. If a project contains custom measures or falls below the 1.3 b/c threshold, utility administrators must first approve measures before moving forward.

Quality assurance is performed by third party contractors who randomly sample projects from batched projects submitted for invoicing by the contractor.

226 QA inspections have been conducted since the third quarter. New contractor projects are QA'd at 100%. This insures that those projects receive proper oversight and it also allows mentoring to take place between the contractor and QA staff to insure that the program is being delivered according to the program guidelines.

MARKETING PRACTICES

Please include a summary of marketing practices from the previous year. Include any marketing training or other resources used.

In addition to the traditional marketing practices such as the use of webpages, brochures and call center promotion, the NH HPwES also utilizes social media such as Twitter and Facebook to promote the program. Various home improvement blogs have picked up on the program and furthered the programs promotion. Program sponsors also participated in numerous home and trade shows as well as guest appearances on local radio home improvement programs.



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MAJOR PROGRAM MODIFICATIONS TO CURRENT OR FUTURE PLANS

Please address any major changes the program is undergoing or plans to undergo in the next year.

Due to the success of these promotional activities and the generous incentives that had been offered through the program in 2010, sponsoring utilities, working with state regulators and other interested parties, anticipate reducing incentive levels in 2011 in an attempt to reach more homes. Additionally, the sponsoring electric utilities began offering convenient, on-bill financing through participant electric bills. The financing enables participants to finance their co-payment above what they are offered for incentives, often allowing for more robust improvements to take place such as heating systems and full weatherization which previously may have been beyond their reach financially. This is a win-win for all parties, customer, contractor and the program.

The NH HPwES program has and continues to work closely with a number of organizations in the state to promote NH HPwES as THE model for delivering comprehensive energy efficiency improvements to homes across the state. Most recently, the program received funding from the Regional Green House Gas Initiative (RGGI) which seeks to lower carbon emissions in New England. The program used funding from RGGI to establish a revolving loan fund to offer zero percent on-bill financing to program participants that wish to finance qualifying energy efficiency improvements. Additionally, funds were used to extend the number of homes weatherized in the state through the HPwES program. Three communities in NH were also awarded funding under the federal BEACON communities program. We are working with implementers of this program to bring HPwES services to the BEACON communities.