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Energy Efficiency Programs for Income-Eligible Customers

Whole Home Repairs Commission – February 2, 2026

Delivering energy efficiency for Rhode Islanders



Rhode Island Energy's (RIE) energy efficiency (EE) programs deliver **energy-saving** services and measures to customers in three key sectors:

| Market Rate Residential | Income Eligible Residential | Commercial & Industrial (C&I) |
|--|--|--|
| <ul style="list-style-type: none">+ Serves market rate & LMI customers+ No-cost energy assessments+ Weatherization incentives up to 100%+ Efficient HVAC & hot water incentives (incl. up to \$1,500 per ton for mini split heat pumps)+ Appliance recycling + product rebates+ Multifamily offerings+ Efficient new construction incentives | <ul style="list-style-type: none">+ Serves LMI customers+ No-cost energy assessments+ No-cost weatherization+ No-cost HVAC & hot water upgrades+ Appliance replacement program+ Multifamily offerings | <ul style="list-style-type: none">+ Serves large C&I and small business customers+ Large commercial retrofit incentives and technical assistance (HVAC, thermal envelope)+ Efficient new construction incentives and technical assistance+ No-cost energy assessments for small businesses and incentives spanning weatherization, lighting, and controls |

No-cost energy upgrades to income-eligible customers

The Income Eligible Single-Family Program provides EE to low-income homeowners & renters:

- Delivered in coordination with Community Action Programs (CAPs)
- EE services and savings measures are **100% covered**
- Focus on 1-4 unit buildings, with 5+ unit buildings served through multifamily program

Services and energy savings measures offered include:

- + Attic and wall insulation
- + Air sealing of leaks
- + Weather stripping
- + Replacement heating system
- + Replacement refrigerator
- + Replacement freezer
- + Replacement clothes washer
- + Replacement dehumidifier
- + Replacement window air conditioning unit
- + Heat pump hot water heaters
- + Ventilation improvements

Accessing EE programs and incentives

Step 1) Enrolling in the program

Local CAP agency



Contacting CLEAResult



RIE Customer Assistance Expos



Step 2) Confirming eligibility for services by meeting **one** of the following criteria:

- ✓ Enrolled in Rhode Island Energy's Discount Rate (A60, 1301)
- ✓ Receives LIHEAP grant

Moderate income customers who do not qualify for low-income incentives may contact RISE



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A customer's EE journey continues with a comprehensive energy assessment...

Step 3) Scheduling an energy assessment

- + Scheduled with local Community Action Program

Step 4) Building Performance Institute (BPI) certified auditor conducts an energy assessment to identify opportunities to reduce waste, improve home efficiency, and lower household energy burden. The audit includes:

- + Weatherization Audit
- + Heating System Audit
- + Appliance Management Program (AMP) Audit
- + Installation of instant savings measures
- + Health and safety services





After the energy assessment, findings are translated into action...

Step 5) Customer education and work scheduling

- + Understanding energy usage
- + Education and materials
- + Work Order Development
- + Scheduling
 - + Weatherization
 - + Appliance Replacement
 - + Heating System Replacement

Step 6) Work is completed

- + Final inspection and quality control/assurance
- + Feedback gathered from customer





In some cases, energy efficiency work is deferred

In 2024, ~ **40%** of Income Eligible Single-Family Program (IESF) audits resulted in a deferral:

- + Some deferrals, including health & safety barriers, may be addressed using IESF program funds, while others are referred to external resources
- + Deferrals must be addressed **before or as part of** weatherization

Common deferrals addressed using program funds

- + Installing exhaust ducts
- + Primary heating system repairs
- + Mechanical ventilation
- + Installing CO/Smoke detectors
- + Knob and Tube testing and removal
- + Installing Sump Pump covers
- + Repair of steps, railings

Common deferrals not addressed using program funds

- + Roof leakage
- + Foundation damage
- + Moisture problem including mold infestation
- + Plumbing problems
- + Electrical problems or fire hazards
- + The home is vacant or the client is moving
- + The home is for sale or in foreclosure

The IESF program leverages a variety of funding strategies to address health and safety barriers



Integrated Funding Approach: Coordinated effort between Rhode Island Energy Efficiency (EE), Weatherization Assistance Program (WAP), and Office of Energy Resources (OER) funds to streamline service delivery and maximize impact



Seamless Customer Experience: Reduce complexity for customers by aligning programs and minimizing administrative barriers



Avoiding Deferrals: Match eligible repair funds to address health, safety, and structural needs that could otherwise delay weatherization

CAP auditors refer customers to assistance resources



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- + Emergency Repair Funds
- + Green & Healthy Homes Initiative (GHHI)
- + USDA Rural Development
- + State and local repair funds
- + Church, charity, and foundation support
- + Rhode Island Housing – Lead Safe Program
- + Community Development Block Grant (CDBG)



Weatherization & Heating System in Chepachet, RI

Cassandra contacted Tri-County, her local Community Action Agency, for help with a no-heat emergency. Tri-County completed an energy assessment of her home, restored her heating system, and weatherized her home.

- + Weatherization upgrades included insulation, air sealing, and ventilation improvements
- + The total cost of the project was \$9,785
- + As an oil heat customer, Cassandra was also informed about options to electrify her home and was referred to programs such as Clean Heat RI for further support
- + Health and safety measures addressed: CO & smoke detectors, bulkhead door cover

“Everyone who came out (auditors and contractors) was amazing! The contractors were clean and did great work! I am very happy with my experience. Thank you so much.”



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Thank you!