Cape Light Compact

Three-Year Energy Efficiency and Decarbonization Plan Executive Summary

The 2025-2027 Energy Efficiency and Decarbonization Plan builds on more than two decades of customer investment in energy efficiency and electrification on Cape Cod and Martha's Vineyard. This new Plan builds on the momentum of the last plan and continues to drive energy efficiency and decarbonization for buildings and homes through weatherization and the electrification of space and water heating. It includes increased support and incentives for vulnerable and underserved communities, including non-English speakers, moderate-income customers, and renters.

By the Numbers

What We've Done Since 2013, we have:	**What We're Going To Do** Under the 2025-2027 Plan, we aim to:
Supported the installation of heat pumps in over 17,000 homes and businesses, including 600 low-income households.	Support the installation of heat pumps in an additional 3,000 households and business, including over 1,300 low-income households.
Weatherized approximately 25,000 homes, including 1,800 low-income households.	Weatherize more than 7,500 homes, including over 600 low-income households and more than 550 rental units.
Reduced lifetime greenhouse gas (GHG) emissions by 1.2 million metric tons of carbon dioxide equivalent (CO2e), the same as taking 17,000 cars off the road for a year	Reduce lifetime GHG emissions by 542,000 metric tons of CO2e, equivilant to 7,845 cars off the road for a year.
Delivered over 4.4 million lifetime megawatt-hours (MWh) in energy savings, as well as $1.3 billion in total benefits to customers.	Deliver 444,000 MWh in lifetime energy savings and $548 million in total benefits to customers, including more than $208 million in equity benefits.
Invested $70 million in improvements that lower energy bills and improve health, safety, and comfort for low-income households.	Invest $90 million in equity-related efforts, including $58 million in incentives paid for low-income customers and over $10 million for renters.
Provided $400 million in customer incentives.	Provide over $190 million in customer incentives.

How We Are Going To Do It

Reduce greenhouse gas emissions, energy use, and customer costs

1. Drive electrification of new and existing buildings, including by supporting the installation of heat pumps in 3,000 homes and businesses
2. Weatherize over 8,000 homes and small businesses, including significant enhancements to help small businesses access and benefit from available programs
3. Support GHG reductions for commercial and industrial (C&I) customers via decarbonization planning and existing building commissioning
4. Identify new offers and innovative approaches specifically designed to reduce GHG emissions in commercial buildings
5. Introduce a coordinated approach to joint electrification funding and customer engagement between electric and gas Mass Save Sponsors
6. Reduce the costs of the programs to customers by pursuing outside funding and other cost control measures

Accelerate program access for vulnerable and underserved customers

1. Increase electrification and continue to expand access to weatherization for low-income customers
2. Increase moderate-income customer participation by reducing barriers to qualification, expanding the offer to moderate-income renters (in addition to homeowners), eliminating out-of-pocket costs for weatherization and electrification, resolving health and safety barriers, and improving the customer experience
3. Increase participation for residential renters and rental properties, with a particular focus on designated equity communities
4. Expand participation pathways for small business renters, leased properties, and landlords
5. Support energy efficiency and electrification improvements in schools across the Commonwealth, with a particular focus on environmental justice communities
6. Continue to partner and invest in communities as a foundational strategy for reaching underserved customers
7. Enhance support for customers who prefer to be served in a language other than English (LOTE customers)

Deliver and improve customer experience

1. Provide holistic, multilingual support for all customers via the creation of a statewide contact center
2. Ensure timely rebate processing and continuous improvement in the rebate processing experience
3. Improve the customer experience for electrification, starting with low- and moderate-income customers and renters in designated equity communities
4. Standardize the C&I custom project pathway tools and requirements to create a consistent customer experience
5. Invest in digital enhancements and improved reporting

Strengthen and diversify the workforce

1. Collaborate with the Massachusetts Clean Energy Center to increase workforce diversity, doubling annual funding to $24 million per year statewide.
2. Increase supplier diversity, including through adoption of an aspirational benchmark to spend 15% of dollar volume of direct Mass Save contracts with diverse suppliers
3. Expand and strengthen a robust heat pump installation workforce via the Heat Pump Installer Network and ensure delivery of high-quality installations in both homes and businesses via contractor management and training
4. Expand C&I training opportunities, with a focus on integrating building controls and electrification