



The City of
Worcester

2024

LANDLORD

SUMMIT

With Support by:



REALTOR®
ASSOCIATION
of Central Massachusetts

Property Owner's Guide to Decreasing Operating Expenses and Increasing Tenant Comfort

Upgrading the energy efficiency of your rental units for low or no cost



The City of
WORCESTER

Worcester Landlord Summit
March 9, 2024

Presenters

City of Worcester

Jessica Davis

Sustainability Project Manager



Gabrielle Hajos

Energy Advocate



Worcester Community Action Council

Mary Knittle

Director of Energy Resources



National Grid

Chris Lavallee

Senior Analyst

nationalgrid



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Session Overview

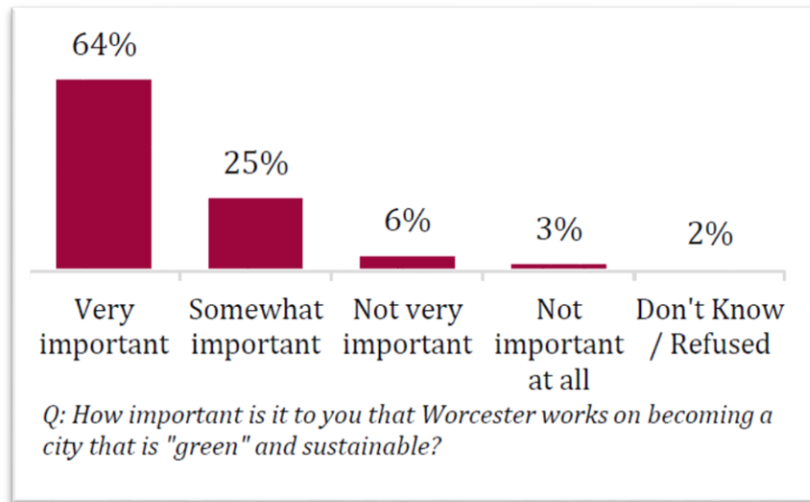
1. City of Worcester: City Sustainability Initiatives Background
2. National Grid: Mass Save Energy Efficiency Offerings
3. Worcester Community Action Council: Low-income Services
4. City of Worcester: Additional Incentives & Survey
5. Q & A



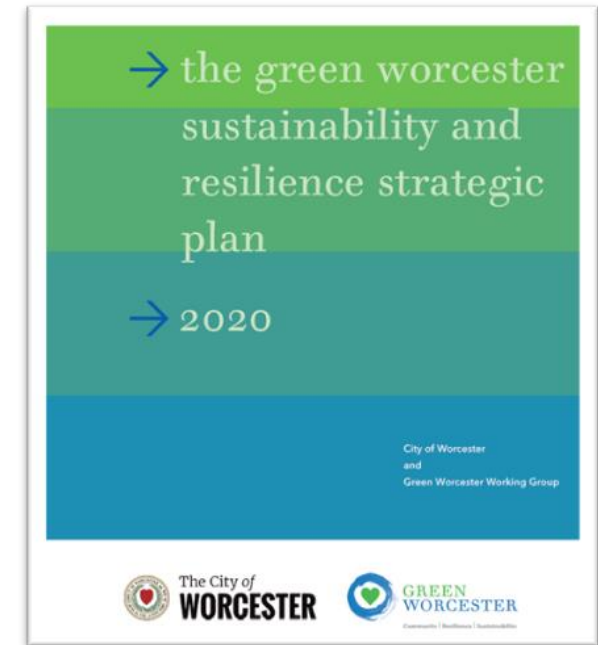
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Green Worcester Plan

- The Green Worcester Plan serves as a roadmap to making Worcester one of the most sustainable and climate resilient mid-sized cities in America by 2050!
- The Green Worcester Plan is guided by three lenses: **equity, health & prosperity**
- Survey results: Worcester residents value making the city more sustainable



- Telephone survey of representative sample of Worcester residents (606 respondents – English and Spanish)
- People of Color: 74% “very important”
- White people: 59% “very important”



Smart Energy Advice

We're here to answer your questions and guide you to access energy saving programs. We are working to provide cost-saving energy-efficiency solutions to residents and small businesses in our community.

You can learn how to:

- Sign up for a **no-cost energy assessment**
- Apply for **Mass Save incentives and rebates**
- Apply for a **0% HEAT Loan**
- Read and **understand energy bill** including **the city's municipal aggregation program**
- Access to **related resources** as needed:
 - Worcester Community Action Council (WCAC)
 - Worcester Community Housing Resources
 - Worcester Lead Abatement Program



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Mass Save Community First Partnership Overview

- A collaborative effort between the Mass Save Sponsors, **municipalities and community-based organizations** to increase awareness and measurable participation in energy efficiency programs.
- Striving to reach historically underserved populations including low- and moderate-income residents, English isolated households, small businesses, and renters and landlords
- Our efforts are sponsored by our local utilities- National Grid and Eversource



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March 9, 2024



Making Your Property More Energy Efficient

WE ARE MASS SAVE®:



Agenda

Steps You Can Take Today

How To Fund Your Projects

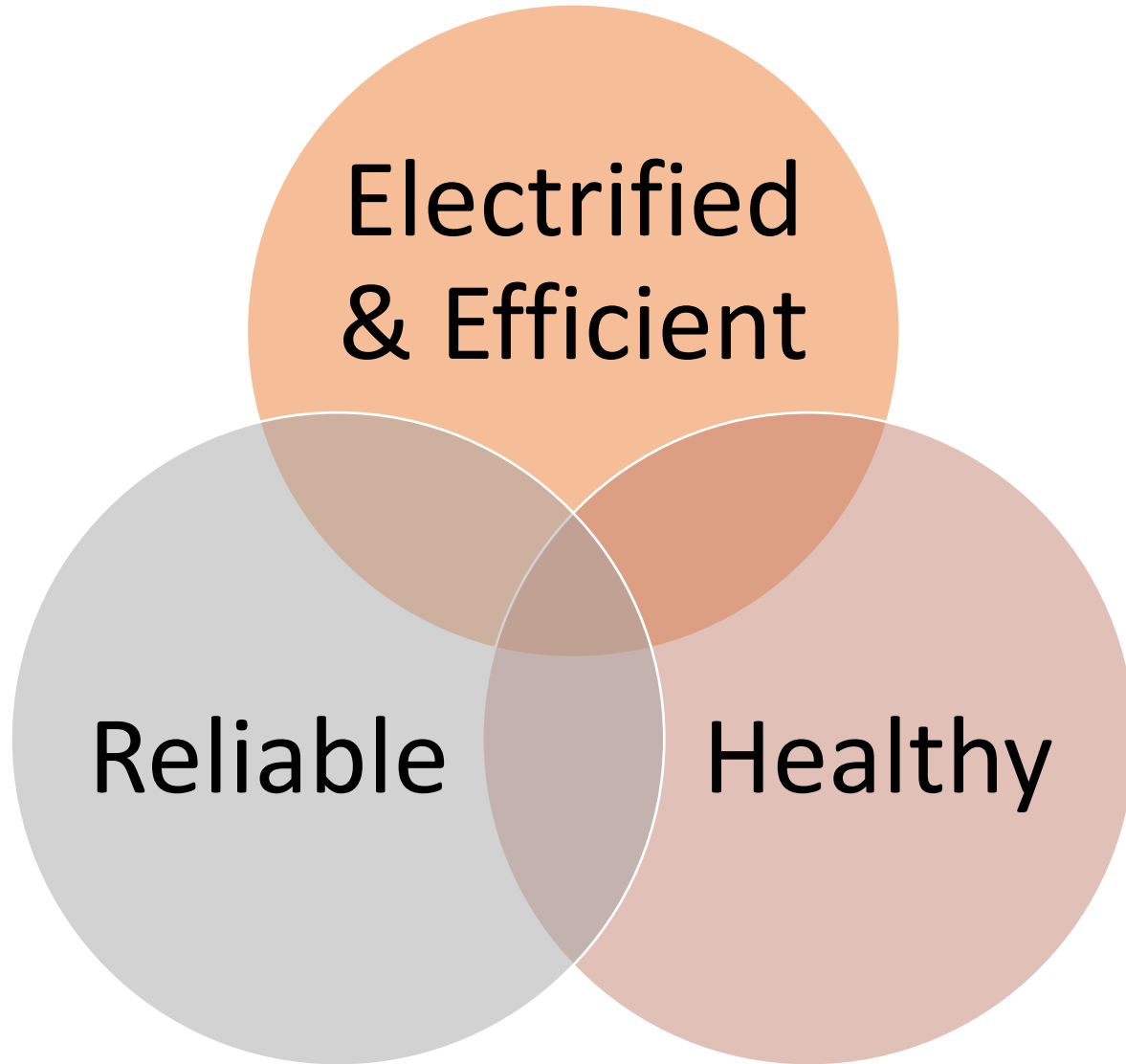
Market Rate Strategies

Income Eligible Customer Strategies

Next Steps

Benefits to you and your rental property

When buildings are...



...their occupants are more likely to...

- Feel comfortable
- Stay healthy
- Be satisfied with their housing situation
- Pay their rent

...and their owners will see...

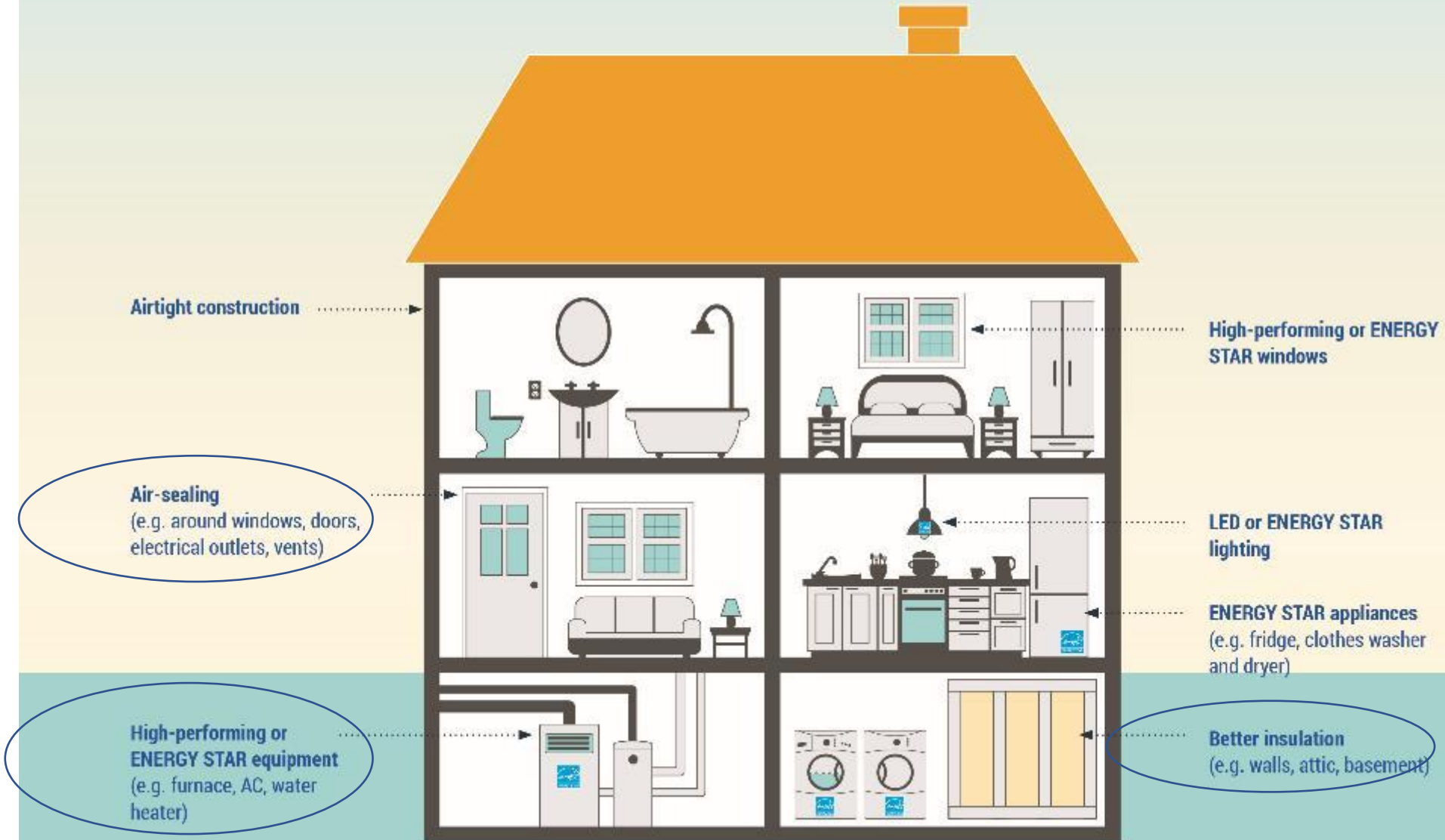
- Increased retention
- Steady rent payments
- Increased property value
- Improved system reliability and building resilience

Steps You Can Take Today

1-4 unit homes

A house that uses energy more efficiently is a happy home.

What makes a home energy-efficient?



Why is Weatherization Important?



Examples of Weatherization



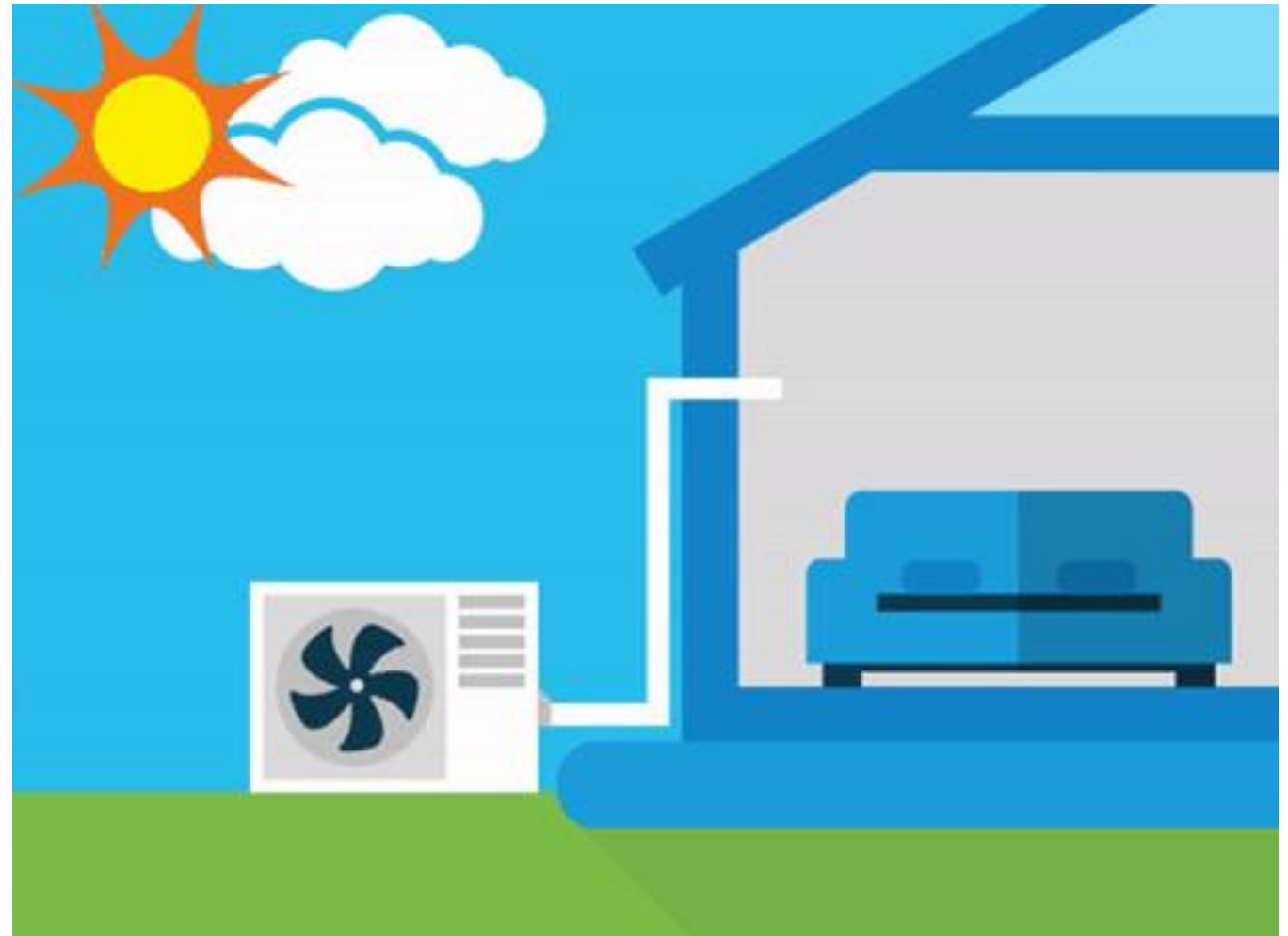
Time for a New Heating System?

WE ARE MASS SAVE®:



What is a Heat Pump?

- Heating system that extracts energy from the outside air and brings it into the home
- Less expensive to operate compared to propane, home heating oil, and electric resistance
- A cooling system that removes energy (heat) from inside the home and dumps it into the outside
- Typically, 2-3x cheaper to operate vs window and central ACs
- Comfortable and quiet distribution system that can replace traditional forced hot air, or hydronic heat in a home



Examples



Participation Experience



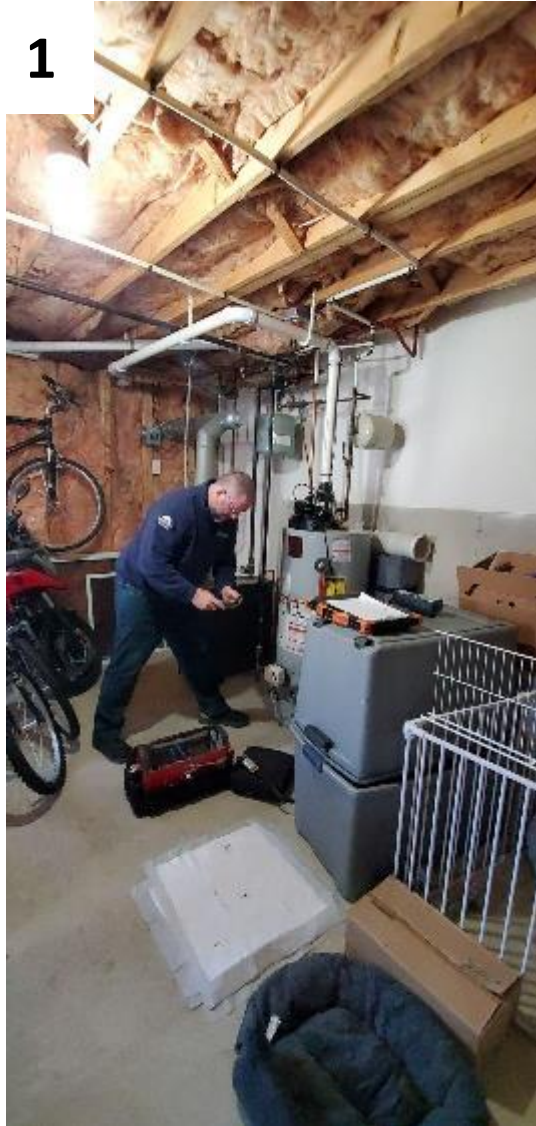
Step 1: Schedule a No-Cost Assessment

Health & Safety

Home
Improvements

Assessment

Next Steps



Your rental units could qualify for 100% off all upgrades



If at least 50% of units in your building income qualify as <60% state median income, all upgrades are completed at no cost.

Examples of income qualifiers for 1-4 unit buildings

- <60% state median income
- On utility discount rate
- Receive fuel assistance
- Receive SNAP, WIC, or other income-based programs

For units that have 51%-80% state median income, enhanced incentives are also available.

Examples of income qualifiers for 5+ unit buildings

- Deed restricted
- Subsidized

Residential Incentives

	>60% state median income Single Family (1-4 units)	>60% state median income Multifamily* (5+ units)	<60% state median income Single Family (1-4 units)	<60% state median income Multifamily* (5+ units)
Assessments & Direct Installs	No cost	No cost	No cost	No cost
Weatherization & Air Sealing	75-100% incentive	75-100% incentive	No cost	No cost
HVAC, Hot Water, Electrification	<ul style="list-style-type: none"> • Rebates up to \$25,000 • 0% Financing 	Retail & Custom rebates	No cost	No cost
Health & Safety repairs	Incentives available	Custom rebates	No cost	No cost
Appliances	Retail incentives available through rebate	Retail incentives available through rebate	No cost	No cost

*Multifamily programs can often provide prescriptive or custom incentives for cost-effective projects that do not qualify under base offering

Single Family Rental (1-4 units)

No-cost assessment, personalized report

Vendors available evenings and weekends

**Lead Vendor or Home Performance Contractor
turnkey pathways**

Weatherization

- 100% incentive for Renters, 1-4 Family, and Moderate Income
- Pre-weatherization repairs up to \$5,000 for Renters or \$7,000 Moderate Income
- Qualified contractors, fixed pricing

HVAC offerings

- Heat Pump incentives up to \$25,000
- Heat Pump water heater incentives up to \$1,500
- **Fossil fuel phase-out**
- Appliances and more on [MassSave.com](https://masssave.com)

**Enhanced incentives for 61-80% state
median income also apply to renters**



Multifamily Rental Properties (5+ units)

No-cost building assessment

Lead vendor managed experience, flexible contracting options

Turnkey and Custom Weatherization

- 75-100% turnkey incentive
- Incentives for cost-effective custom weatherization

Electrification and Custom HVAC

- Heat Pump incentives available by building type
- Incentive for commercial-style systems and controls
- Enhanced incentive for 61-80% state median income



To Get Started

• 1-4 units:

• **508-372-8389**

5+ units:

800-594-7277

WE ARE MASS SAVE®:





Thanks for listening.

WE ARE MASS SAVE®:





HEATING ASSISTANCE and ENERGY EFFICIENCY SERVICES

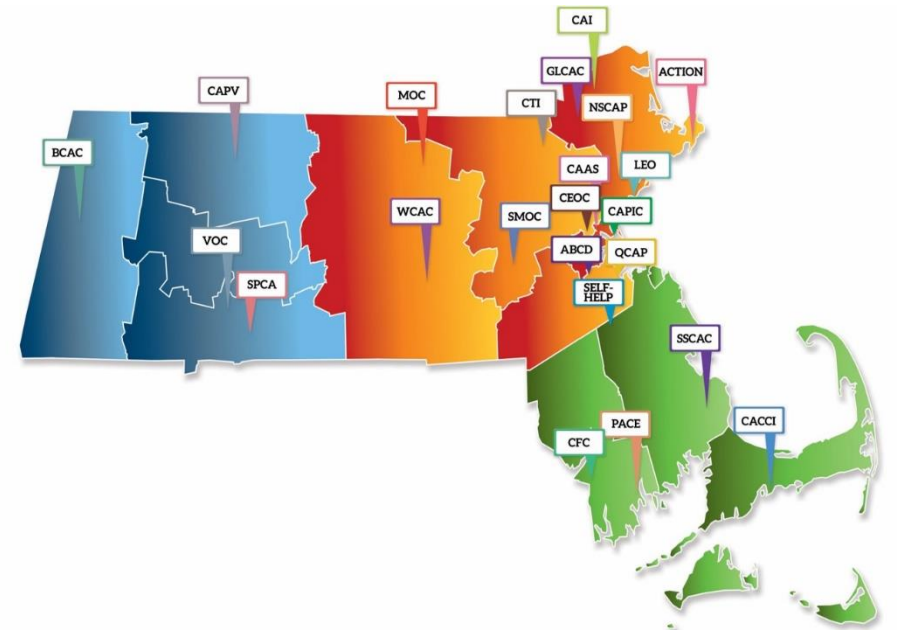
WCAC.NET

LIHEAP@WCAC.NET

ENERGY@WCAC.net

Worcester Community Action Council

- Founded in 1965
- Private 501(c)3 not for profit organization
- Federally-designated antipoverty agency for Central MA and South-Central MA
- One of 23 Community Action Agencies in Massachusetts and 1,000 nationwide
- Funded through federal, state, and private grants



Is this Mass Save?

Anchored by federal funding from the Department of Energy and Health and Human Services, this network ensures delivery of Utility-Funded Energy Efficiency opportunities with a focus on Social, Environmental and Energy Justice to income-eligible households, in partnership with the market rate program, Mass Save.

The Community Action Network provides fully managed, professional installation of appropriate measures through a trusted and reliable delivery system at no cost to clients.



Home Energy Assistance Program

LIHEAP (FUEL ASSISTANCE)

Eligibility is based on the number of individuals, adults and children, who live in a household, and their combined income.



FY 24 LIHEAP Income Eligibility		
Number in Household	Annual Income	Income Past 4 Weeks
1	\$ 45,392	\$ 3,491
2	\$ 59,359	\$ 4,566
3	\$ 73,326	\$ 5,640
4	\$ 87,294	\$ 6,714
5	\$ 101,261	\$ 7,789

Home Energy Assistance Program

LIHEAP (FUEL ASSISTANCE)



Benefit is paid to vendor for primary heat



Gas, oil, electricity, propane, wood and heat included in unsubsidized rent



Can be owner or renter



Single family home, apartment or condo



Usage between Nov 1 and April 30th



Discount Rate on utilities all year



Energy Efficiency Benefits



Protection from Service Termination



Payment and Forgiveness Plans



Applications Accepted until April 30th



Emergency Assistance Funds



Income and Household Changes

Home Energy Assistance Program

LIHEAP (FUEL ASSISTANCE)



Encourage your tenants to apply for heating assistance!

- The LIHEAP benefit frees up money in the household budget and leaves more for rent!
- LIHEAP-eligible households can receive heating system repairs for homeowners – or tenants when both the homeowner and tenant are income eligible.
- No Cost Energy Efficiency work including
 - Full Scale Weatherization,
 - Heating upgrades including ASHP
 - Appliances

Convenient LIHEAP Application Options

- **Online:** Available in dozens of languages (both first time and returning participants)
 - <https://wcac.net/fuel-assistance/>
- **Telephone:** Call or email to schedule a telephone intake: 508.754.1176
 - Weekend and evening appointments available
- **Walk in:** 18 Chestnut St, Worcester 9:00 – 3:30 M-F
- **By appointment** at many partner sites
- **Email questions to:** LIHEAP@wcac.net
- **Application Status line:** 508.796.2423 24/7



First time applications require a phone or in person interview prior to certification.

www.wcac.net

Weatherization and Energy Efficiency

Through the lens of Social Justice, Environmental and Energy Equity, we are reducing the Energy Burden for low (and moderate income) households, advancing community-wide energy efficiency, meeting electrification goals and ensuring that the same opportunities exist in the marketplace for every household, that people are able to access and benefit from the latest technologies and thrive in safe and healthy residences.

www.wcac.net



Weatherization and Energy Efficiency



Same Application!
Eligible households
may also qualify for **NO
COST:**

- Weatherization with barrier mitigation
- Heating system upgrades
- Heating system repairs
- Electrical Audit with No Cost Appliance Replacement

www.wcac.net



Appliance Management Program

- In-Person client education
- Instant savings measures
 - LED lightbulbs
 - Power Strips
 - TLC Kits
 - Water saving measures
- Appliance upgrades

Available Appliances

- Refrigerators
- Freezers
- Window Air Conditioners
- Dehumidifiers
- Washing Machines

www.wcac.net

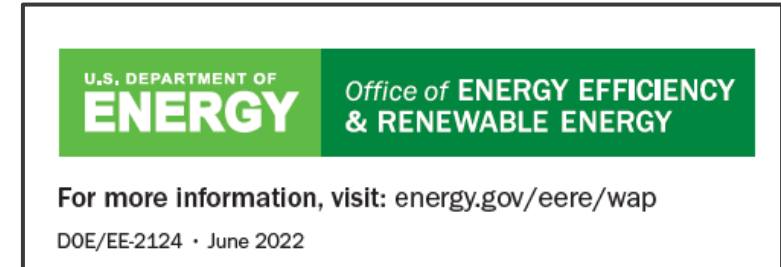


Weatherization

- Create a more energy efficient dwelling
 - Insulation, Air Sealing,
 - Barrier Mitigation, Repairs, Windows*
 - Knob and Tube
 - Moisture
 - Vermiculite
- Positive impact on local employment with Local Professional Contractors
- Generates energy and non-energy benefits for the community.

<https://nascsp.org/wp-content/uploads/2020/01/WAP-Fact-Sheet-2019.pdf>

www.wcac.net



Weatherization and Energy Efficiency

Typical Weatherization Measures

MECHANICAL MEASURES

- Clean, tune, repair, or replace heating and/or cooling systems
- Install duct and heating pipe insulation
- Repair leaks in heating/cooling ducts
- Install programmable thermostats
- Repair/replace water heaters
- Install water heater tank insulation
- Insulate water heating pipes
- Install solar hot water heating systems.

BUILDING SHELL MEASURES

- Install insulation where needed
- Perform air sealing
- Repair/replace windows and doors
- Install window film, awnings, and solar screens
- Repair minor roof and wall leaks prior to attic or wall insulation.

ELECTRIC and WATER MEASURES

- Install efficient light sources
- Install low-flow showerheads
- Replace inefficient refrigerators with energy-efficient models.



HEALTH and SAFETY MEASURES

- Perform heating system safety testing
- Perform combustion appliance safety testing
- Repair/replace vent systems to ensure combustion gas drafts safely outside
- Install mechanical ventilation to ensure adequate indoor air quality
- Install smoke and carbon monoxide alarms when needed
- Evaluate mold/moisture hazards
- Perform incidental safety repairs when needed.

Funders:

US Department of Energy – DOE WAP

US Health and Human Services -- HEARTWAP

National Grid

Eversource

www.wcac.net



Air Source Heat Pumps

- Efficient electric heat and cooling
- Full displacement
- Customized design
- Fully managed projects
- Cold Climate equipment serves beyond -10 degrees
- Experienced leaders in electrification of home energy



www.wcac.net



Growing Employment Opportunities



Retrofit Installer Technician

Installs home energy-saving upgrades



Crew Leader

Supervises installation of home energy-saving upgrades



Energy Auditor

Examines homes to identify energy-saving upgrades



Quality Control Inspector

Ensures quality and completion of installed energy-saving upgrades



Client Intake Specialist

Confirms client eligibility for the program



WAP Program Manager

Oversees program staff, planning, and performance.



Growing Training Opportunities



TEST CENTER



Contractors

- **Weatherization Contractors:** 28 Local companies, weatherization, electrical and barrier mitigation firms.
- **Heating Contractors:** 33 local companies including HVAC Specialists, oil vendors, plumbers, electrical and asbestos abatement companies.
- **LIHEAP Fuel Contracts:** 58 utilities and delivered fuel vendors
- **Local investment in the communities we serve!**



Thank you!



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Inflation Reduction Act Incentives

Incentives:

- Multifamily buildings are eligible for grants and loans to fund investments in **energy and water efficiency, climate resilience, indoor air quality, and decarbonization**
- Buildings with at least half of the tenants at low-income or moderate-income may be able to access rebates for **heat pumps, electric stoves, electric water heaters, and more**
- All buildings may be eligible for cash back if they're planning a retrofit that will achieve at least **15% building-wide energy savings**
- Electrification raises a building's value. **Installing a heat pump can increase the value of a home by up to 7%**

REWIRING AMERICA

English Español

YOUR SAVINGS CALCULATOR

How much money can you get with the Inflation Reduction Act?

Enter your household information to find out. [Reset calculator](#)

Zip Code Homeowners Status Household Income

Tax Filing Household Size

Your Personalized Incentives

- UPFRONT DISCOUNTS
- AVAILABLE TAX CREDITS
- ESTIMATED ENERGY SAVINGS PER YEAR

<https://www.rewiringamerica.org/app/ira-calculator>



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Landlord Survey

Why we are conducting a survey:

- To better understand your experiences and concerns as rental property owners in Worcester
- To determine how we can improve the program and help address the issues you may be facing

The survey **shouldn't take more than 5 minutes**. Thank you for helping us to improve the program and, we hope, help you in the long run! If you fill out the survey today, you will be entered into a raffle!

We will also be conducting a **focus group** in the coming months, please indicate your interest in participating within the survey!



Scan to complete survey!



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Get Started Today

Sign up to schedule a Home Energy Assessment:
masssave.com/community-first/worcester
(508) 372-8389

Or see us after this session to sign up today!



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Thank you!

Questions

Gabrielle Hajos: energyadvice@worcesterma.gov

Jessica Davis: greenworcester@worcesterma.gov

Chris Lavalley: christopher.lavalley@nationalgrid.com

Mary Knittle: mknittle@wcac.net



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Income Table*

Number of Household Members	Annual Household Income	Number of Household Members	Annual Household Income
1	Up to \$45,392	6	Up to \$115,228
2	Up to \$59,359	7	Up to \$117,846
3	Up to \$73,326	8	Up to \$120,465
4	Up to \$87,294	9	Up to \$123,084
5	Up to \$101,261	10	Up to \$125,703

*Effective for the 2023 - 2024 Heating Season

Income-Qualified Benefit Programs

Low Income Home Energy Assistance Program (LIHEAP/ Fuel Assistance) ■ Veterans Dependency and Indemnity Compensation (DIC) Surviving Parent or Spouse ■ Emergency Assistance for the Elderly, Disabled & Children (EAEDC)

Supplemental Nutrition Assistance Program (SNAP/Food Stamps) ■ Women, Infants and Children (WIC) Nutrition Program ■ Transitional Aid to Families with Dependent Children (TAFDC) ■ Veterans Service Benefits (Chapter 115)

Veterans Non-Service Disability Pension ■ Commonwealth Care Plan Types 1,2 or 2A ■ Public or Subsidized Housing ■ Supplemental Security Income (SSI) ■ Mass Health- Basic or Standard ■ School Breakfast/lunch Program ■ Head Start