

November 1, 2025

Helping Vermonters Navigate Clean Energy Projects

2025 VECAN Conference

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Efficiency Vermont





Community is at the
Heart of VPPSA.



ENERGY ACTION
NETWORK



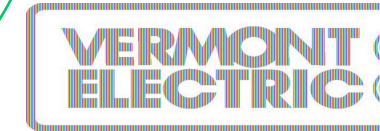
CHITTENDEN COUNTY RPC
Communities Planning Together



Mount Ascutney
Regional Commission



RUTLAND
REGIONAL
PLANNING
COMMISSION



WINDHAM
REGIONAL
COMMISSION



Meeting our climate
goals requires
multiple solutions
and partners

Project Process

Get Motivated

Collect Information

Make Decisions

Take Action

Ideas to help your neighbors navigate

- 1 Kitchen table conversation + virtual home energy visit
- 2 Offer to help call contractors and review project quotes
- 3 Offer to help prepare the home for projects (clean attics, basements, etc.)

*These are examples of approaches that have been effective. Please note, they are not sponsored by EVT

1 Virtual Home Energy Visit + Kitchen table conversation

1. **Book** with easy online scheduling tool
www.encyvermont.com/visit

2. **Participate** in the visit alongside the customer

This is especially helpful for older Vermonters and those with mobility challenges

3. **Connect** with the customer afterwards for a “kitchen table conversation” to help them think through and plan their next steps

Efficiency Vermont provides technical guidance – so you don’t have to

“It was easy. A quick video call – no selling, no pushing. It was really about helping me understand, and it was a million times better than trying to read about it on the Internet. I wish all things were that easy.”

- Bill in Barre, VT



2 Call Contractors & Review Quotes

1. Use the **Find a Pro tool** to identify area contractor members of the Efficiency Excellence Network

For weatherization contractors, see customer reviews and ratings

www.efficiencyvermont.com/Pro

2. Offer to **call contractors** on the customer's behalf to obtain project quotes
3. Offer to **assist with follow up** as needed/requested by the customer

Some customers may want to handle this on their own – or may qualify for free support/project management from their local low-income Weatherization Agency



Find a Pro or Retailer

What can we help you find?

What service category are you looking for?

What Heating, Cooling & Ventilation subcategory are you looking for?

Where are you located?

[View 212 Results](#)

3 Prepare the Home

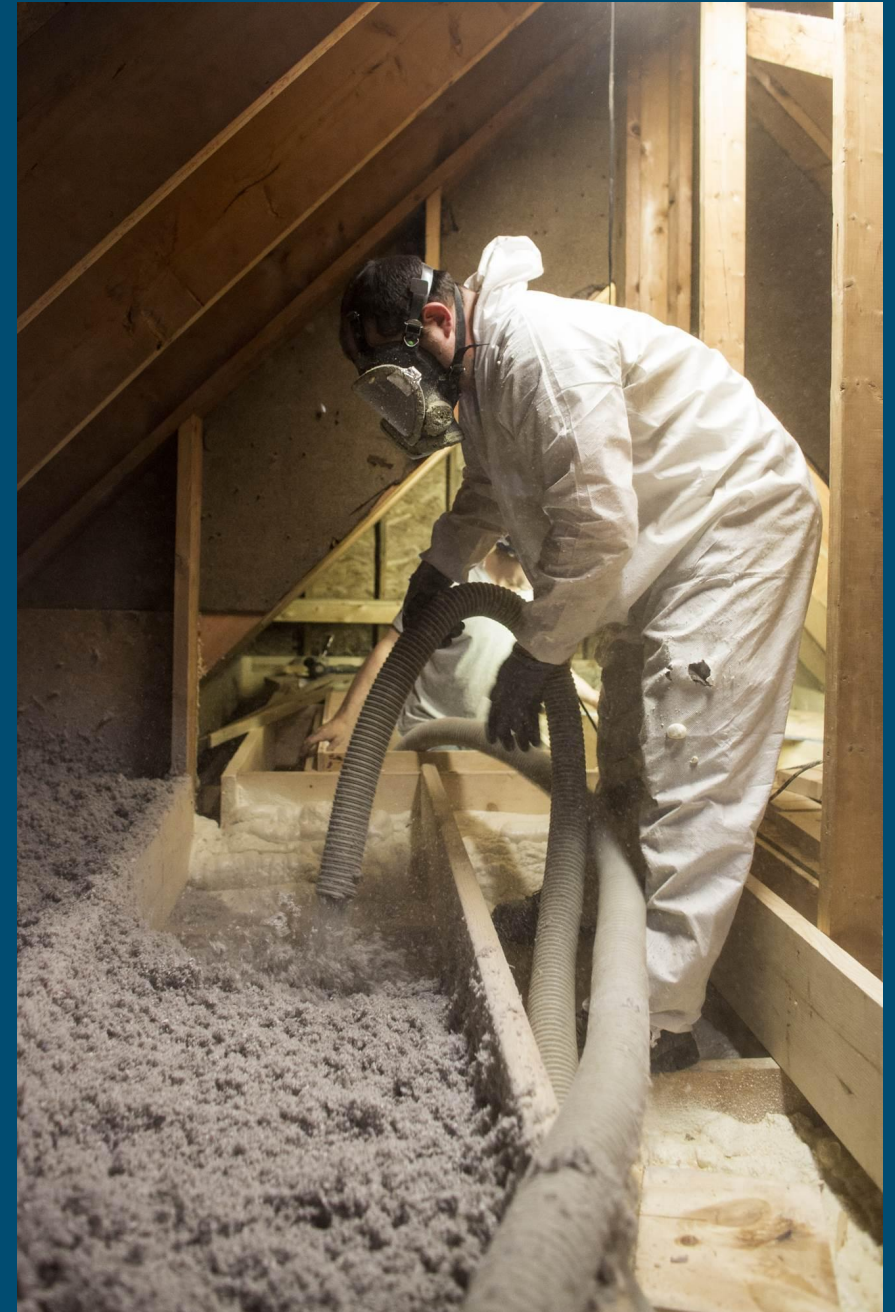
1. **Understand** the scope of work to be performed by the contractor
2. **Offer to help** clear out basements, attics and any other areas necessary for the project to move forward

This is especially helpful for older customers and those with mobility challenges

3. There may already be **volunteer efforts** you can plug into to support this need in your area (ex: 350.org)

This kind of preparation is especially important for weatherization projects, but can also be relevant for heat pump and other installations

Any physical work done in the home should be at the request of the homeowner, and undertaken at your own risk



Existing Resources

Get Motivated

Outreach, education and promotional efforts

- EVT, BED, VGS
- Electric Utilities
- Community groups
- Non-profits
- Contractors

Peer-to-peer engagement

Collect Information

Technology/Project:

- EVT website

Home Assessments:

- EVT Energy Advisors
- EVT Virtual Home Energy Visits
- Energy audits
- *VGS Home Energy Evaluation

Rebate and Financing:

- Efficiency Vermont Utilities
- Lenders

Costs/Savings:

- Contractors
- EVT, BED, VGS
- Electric Utilities

Contractors:

- Efficiency Excellence Network
- Weatherization Agencies

Make Decisions

Customer

*Efficiency Vermont

*Contractor

*with limitations

Take Action

Customer
Contractor

Efficiency Vermont Resources

That you can use to help Vermonters navigate a complex system

Self-serve online resources

- +605,000 Users, 1.8M Website Views (2024)
- +200 “how-to” guides, customer stories and articles
- “Find-A-Pro” web tool
- “Rebate Finder” features EVT, Utility, and Partner offers

Team of 10 Energy Advisors on call to support Vermonters

- 1:1 over-the-phone support (FAQs, awareness of partner & EVT offers, next steps & contractor referrals)
- **20,952** contacts (2024)
- Regular training calls to support Green Savings Smart, CEAC, utilities

+628,000

total engagement
2024

Meeting customers where they are

- Engaged **2,200** customers at **117** events covering every county (2024)

Engineering Consultants provide free “Virtual Home Energy Visits” statewide

- On-demand self-serve scheduling
- 1-2 hr visit, tailored to individual home
- Personalized scope, prioritized next steps
- **+700** delivered (in 2024)



Efficiency Excellence Network

- EVT approved, independent network trained to deliver highest-quality efficiency services
- Ongoing training required to stay in network

Things to Keep in Mind

- Energy projects are complex especially given it involves people's homes and businesses.
- There are so many resources—directing people to the right resources is critical
- Our priority is a positive, supportive customer experience, not one that feels confusing or intrusive.
- Focus on identifying system gaps and where you can add the most value.
- Residential use is just a small piece. Commercial buildings contribute a large portion of Vermont's emissions. Reach out to learn more about how to help commercial customers

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Thank you

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