

Consumer Liaison Group Meeting Summary

September 24, 2026

Introduction

The Consumer Liaison Group (CLG) is a forum for sharing information between ISO New England (the ISO or ISO-NE) and electricity consumers in New England. The CLG meets quarterly and attracts a diverse group of attendees at each meeting. Meetings are free and open to the public. Participants generally include consumers and consumer representatives (including state consumer and ratepayer advocates), state business and industry associations, chambers of commerce, individual businesses, trade groups, nonprofit organizations, and other end users. Several New England Power Pool (NEPOOL) members and state regulators are also regular, active participants in CLG discussions.¹ CLG meetings generally follow the same format:

- Opening remarks from a representative of the CLG Coordinating Committee;
- Community welcome from a member of the local community invited by the Coordinating Committee;
- An ISO regional update by a representative from the ISO, presenting on regional energy issues and initiatives that have or will be taking place at NEPOOL and ISO stakeholder meetings that can have an impact on electricity prices;
- A keynote speech typically from an industry or business executive, policymaker, or regulator—who provides a unique perspective on a particular topic or issue; and
- A panel discussion, often representing industry, the ISO, regulators, and consumer perspectives, facilitated by a moderator

The following is a brief summary of the meeting, which was hosted in a hybrid format – remotely and in-person in Portland, Maine – on September 24, 2026.

The Consumer Liaison Group Coordinating Committee (CLGCC) selects the topic and speakers. The meeting summary is intended to capture the general discussions that took place at the meeting; it does not necessarily reflect the views of the ISO or the CLGCC.

A [recording](#) of the meeting and related presentations can be found on the [CLG page](#) on the ISO website.

September 24: Energy Storage in New England

Meeting Objective: To hear about energy storage development in New England, and the related policies and markets impacting energy storage contributions to the electric grid.

Opening Remarks

Drew Landry, CLGCC member and Maine’s deputy public advocate, opened the meeting and gave an overview of the CLG. After a brief background on the critical roles of the ISO and how the CLG fits into the mission of the ISO, **Landry** introduced the meeting topic and discussed current innovations in battery technology. **Sarah Adams**, a senior state policy

¹ NEPOOL is a group formed in 1971 by the region’s private and municipal utilities to foster cooperation and coordination among the utilities in the six-state region for ensuring a dependable supply of electricity. Today, NEPOOL members are ISO stakeholders and market participants. More information is available at www.nepool.com.

Consumer Liaison Group Meeting Summary September 24, 2026

advisor on ISO New England's External Affairs team explained the use of Slido and began by asking the audience what they were most interested in learning about at the meeting.

Keynote Remarks: Preserving Affordability in a Time of Transition

Heather Sanborn, Maine's public advocate, delivered the keynote address. Sanborn discussed the potential for beneficial electrification and noted that we are not yet seeing the load growth from heat pump and electric vehicle adoption, in part because of the reduction of industrial energy demand. **Sanborn** explained that other regions may be experiencing load growth from data centers, which are not currently being developed in New England. **Sanborn** highlighted findings from ISO New England's 2050 Transmission Study, noting the projected decrease in costs by reducing the total peak load in 2050. **Sanborn** explained the potential benefits and challenges of focusing on grid responsive load and peak shaving initiatives, such as managed charging programs for electric vehicles and storage.

Sanborn responded to audience questions following her remarks. Questions included clarification on whether the data is showing that load is growing in the last couple of years; whether it is beneficial for electric vehicles to charge during the day when solar production is highest; ways to coordinate engagement among key stakeholders to move these efforts forward at the state and regional levels; the impact of potential reduction in behind-the-meter solar installations due to reduction in state and federal policy incentives; and how to increase data transparency from utilities.

Panel Discussion: Developing Energy Storage in New England

Greg Geller, Stack Energy Consulting; **Kelly Kaufmann**, ReVision Energy; **Jessica Robertson**, New Leaf Energy; and **Elio Torres**, Powertown participated in a panel moderated by **Cole Cochran** of Powertown and a CLGCC member.

During the moderated discussion, panelists addressed questions from **Cochrane** including their thoughts on changes to the markets in response to FERC Order 2222 and capacity auction reform (CAR). **Geller** discussed the benefits of various value streams for storage, including state incentives such as the ConnectedSolutions program, and the challenge of changes to resource accreditation for storage through CAR. **Kaufmann** noted the need for alignment between wholesale and retail incentives and programs to help batteries provide the greatest value to the grid and to the customers participating in those programs.

Robertson opined that state-level programs for energy storage are needed because the wholesale markets have not been sufficient to provide revenues needed for storage development, in part because of a lack of price volatility in New England, and the challenges for interconnecting resources to the grid. **Torres** highlighted the need for earlier coordination of revenue streams for batteries, and the benefits of incentives to support mid-size behind-the-meter battery projects.

Cochrane followed up with a question for the panel on the intersection between different revenue streams, including between state incentives and wholesale markets. **Geller** explained that it is challenging to participate in both retail and wholesale programs for behind-the-meter storage, in part due to the potential penalties during a capacity performance event. **Kaufmann** reiterated the need for alignment between retail programs, including rate design, and wholesale markets to help ensure both customers and the grid

Consumer Liaison Group Meeting Summary

September 24, 2026

are receiving the greatest benefit from batteries. **Robertson** provided the context that the legality of compensating storage by both wholesale and retail programs has been challenged at the state level. **Torres** noted that it is possible to align retail and wholesale incentive programs, and that it is beneficial currently for development that retail programs are strong.

Cochrane asked the panelists, from a market perspective, what they would change if they could instantly change anything. **Torres** noted an interest in figuring out how to layer on energy markets to existing business structures and revenue streams. **Robertson** stated an interest in changing the Federal Power Act to require wholesale markets to consider emissions, and reward dispatchable and clean generation resources. **Kaufmann** expressed interest in ensuring predictability of revenue for customers and consistent rates to provide confidence in the long-term value of investing in storage. **Geller** said he would want to ensure the processes are looking at how best to utilize the values of storage and demand response and ultimately reduce costs for customers.

As a final moderated question, **Cochrane** asked about the panelists' experience with interconnection and any related challenges. **Torres** highlighted the challenge with telemetry and metering requirements. **Robertson** noted the challenge of study costs and assumptions about charging profiles. **Kaufmann** explained the challenge of study costs and the time required for studies, including at the interaction of distribution and transmission study processes. **Geller** highlighted the benefit of ISO's surplus interconnection rules to locate projects at existing facilities with interconnection headroom.

Audience questions included whether FERC Order 2222 will have an impact on bringing additional storage resources to New England; and whether complexity erodes value of batteries for customers.

ISO New England Regional Update

Eric Johnson, executive director of External Affairs at ISO New England, provided a regional grid update covering markets and planning, and highlights of information resources available for the CLG. **Ruben Flores-Marzan**, policy advisor for environmental and community affairs on the External Affairs team, joined for the regional update. The ISO's [regional update](#) is posted on the CLG webpage.

Johnson noted the upcoming open meeting of the ISO Board of Directors to be held on November 10 in Boston and virtually, and highlighted consumer engagement opportunities. These include the ISO's participation in the American Planning Association's event to discuss planning for the energy transition, an October 1 public webinar on longer-term transmission planning, and office hours both at CLG meetings and virtually, with the next virtual office hours scheduled for October 23. The External Affairs team recently created a frequently asked questions document as a new resource on the ISO website. The updated regional electricity outlook (REO) is available on the ISO website, providing an overview of the ISO's multi-year roadmap.

Johnson provided an overview of batteries on the ISO system. Batteries are now included in the resource mix on the ISO website and app in real-time, and batteries make up around 50 percent of the resources seeking interconnection to the transmission system. The ISO's

Consumer Liaison Group Meeting Summary September 24, 2026

2026 Capacity, Energy, Loads and Transmission (CELT) report included behind-the-meter batteries in the forecast for the first time.

The monthly markets update provided snapshots of the average real-time electricity prices, average natural gas prices, peak demand, and total electricity use for July 2026. Natural gas comprised the majority of the generation mix at 57%, followed by nuclear at 23%, renewables at 14%, hydro at 5%, and oil and coal at less than 1% of the generation mix in July 2026.

For system planning, **Johnson** provided an update on the asset condition reviewer discussions, noting that the proposal that was filed at FERC to establish this role at the ISO received unanimous support through the stakeholder process. The ISO is continuing to conduct interim reviews of asset condition projects and providing updates at the Planning Advisory Committee (PAC). Regarding large load integration, **Johnson** explained that FERC issued a show cause order in June 2026 and provided updates on the ISO recent actions and next steps in response. **Johnson** discussed an update on the longer-term transmission planning (LTTP) process and the related 2025 LTTP request for proposals (RFP). Most recently, the ISO has selected a preferred solution from Central Maine Power and Eversource.

Flores-Marzan provided an overview of his work in his role as policy advisor, environmental and community affairs, including building relationships, providing opportunities for listening sessions, and expanding the network to new audiences.

Audience questions on the ISO's regional update included where behind-the-meter batteries would show up on the ISO app; and what ISO can do to ensure safety and affordability of the generation resource mix.

Panel Discussion: Policies, Markets, and the Evolving Electric Grid

George Baker, Gridworks Consulting; **Ian Burnes**, Efficiency Maine Trust; **Al McBride**, ISO New England; and **Ethan Tremblay**, Maine Department of Energy Resources (DOER) participated on a panel moderated by **Drew Landry** of the Maine Office of the Public Advocate and CLGCC member.

Baker provided an overview of a thermal storage technology as a balancing asset for the grid by using hot water as a storage medium to use when electricity demand is high. This technology is currently being utilized in Millinocket, Maine, an area with high wind generation with constraints on the electric system. **Baker** noted that in order to socialize the benefits of this technology, utilities will need to settle residential load on actual hourly usage.

Tremblay described Maine's energy storage goals, established in statute, of at least 400 megawatts (MWs) of grid-connected energy storage by 2030, and highlighted that Maine now has 253 MWs of storage installed. **Tremblay** noted that the Maine DOER is advancing a proposed solicitation for 200-300 MWs of new energy storage, which is currently awaiting approval from the Maine Public Utilities Commission (PUC), with an expectation to issue a solicitation later in 2026. **Tremblay** highlighted a DOER handbook for Maine communities related to solar and energy storage.

Consumer Liaison Group Meeting Summary

September 24, 2026

Burnes discussed the intersection between the wholesale electricity markets, ISO processes and Efficiency Maine's small battery program. **Burnes** explained the aggregation of small batteries as part of the program and the benefit of Efficiency Maine playing a role in the program to avoid the need for new meters or telemetry. **Burnes** discussed that the program is encouraging storage as a load reducer and are participating in this retail level program, but that these resources do not also participate in ISO markets.

McBride explained that there are two forces driving battery growth in New England, state programs and wholesale market opportunities, highlighting that batteries can currently participate in all ISO markets. **McBride** explained that batteries can provide many attributes, including providing short-term reliability services, deferring transmission investment, providing backup power, and charging at times of high solar production and low load. **McBride** provided updates on capacity auction reform (CAR) and the transition cluster study (TCS) for interconnection of new resources.

Audience questions included a clarifying question about the total amount of dispatchable batteries on the grid and the amount of power provided by those batteries; interconnection study requirements and costs for smaller, behind-the-meter battery storage projects; study assumptions used for battery storage projects; storage as an option for replacing fossil fuel generation providing power during peaks; and how to encourage aggregation of small scale batteries to participate in the wholesale markets.

Closing Remarks

The meeting concluded with a preview of the next CLG meeting, to be held in Boston on December 2, 2026. The December CLG meeting will include the biennial election for the CLG coordinating committee.