



saveONenergy HOME ASSISTANCE^{OM} program
LEAP Financial Working Group

July 21, 2011

Objectives of Briefing Session

- To inform key stakeholders about the design and rollout of the save**ON**energy **HOME ASSISTANCE** program
- To walk through **HOME ASSISTANCE** program customer experience
- To discuss strategy for engaging potential participants across the province
- To provide opportunity to ask questions

Presentation Overview

- Part 1 – Program Design Elements
- Part 2 – Program Infrastructure
- Part 3 – Program Rollout
- Part 4 – Appendices

PART 1 – PROGRAM DESIGN ELEMENTS

Program Design: Eligibility Criteria

1) Income criteria:

- Household Income at/below 135% pre-tax LICO (for communities 500,000+) derived from Statistics Canada

OR

- A recipient of one or more of the following in the last 12 months:
 - Ontario Works
 - Ontario Disability Support Program (ODSP)
 - Guaranteed Income Supplement (GIS) Allowance for seniors
 - Allowance for the survivor
 - National Child Benefit Supplement (NCBS)
 - Utility LEAP Emergency Financial Assistance grant

Note: Individuals need not be screened for income, if they reside in eligible social and or assisted housing.

Program Design: Eligibility Criteria

2) Utility Bill Payment Responsibility:

- To be an eligible participant must pay utility bill
- A resident of social and or assisted housing does not need to pay bill

3) Building Eligibility:

- Part 9 buildings = 3 or less stories, < 600 m² sq meters
- Participant is eligible for all measures

OR

- Part 3 buildings = 4 or more stories, > 600 m² sq meters
- Participant is eligible for in-suite and extended measures (if own)

Note: If building is larger (Part 3), participant or building provider may be eligible for saveONenergy **RETROFIT** program for business.

Program Design: Program Elements

Outreach: Five outreach channels/strategies are available

- Self-referral
- Community partner referral
- LDC priority referrals
- Gas utility program referral
- Door-to-door referral

In-home audits & measure installation:

- Conducted to assess what measure(s) are most cost-effective
- Install measures to generate electricity demand reductions and electricity savings

Program Design: Program Elements Cont.

- **Participant education:** Delivered with audits and measure installation
 - To engage/inform eligible participants about how they can adopt energy saving behaviours and how to use the new energy-saving upgrades correctly to maximize their benefits.
 - Outreach partners encouraged to deliver education during outreach and intake process.
- **Quality assurance:** To ensure proper measure installation, consistency of customer satisfaction, and continuous program improvement

Program Design: Available Measures

LIGHTING	SPACE HEATING & COOLING
ENERGY STAR® qualified CFLs	Attic Insulation
	Wall Insulation
	Basement Insulation
	Comprehensive Draft Proofing/Weatherstripping/Caulking
HOT WATER HEATING	ENERGY STAR qualified Room/Window AC Replacement
DHW Pipe Wrap	Programmable Thermostat for Electric Baseboard Heating and Electric Furnace
DHW Blanket	
Low Flow Aerator	APPLIANCE & PLUG LOAD
Low Flow Showerhead	ENERGY STAR qualified Refrigerator replacements (15, 16, 18 or 21 c.f.)
	Chest Freezer Replacement
	ENERGY STAR Dehumidifier Replacement
	Engine Block Timer
	Power Bar with Integrated Timer

Program Design: Coordination with Other Programs

- **Coordination with OEB Low-income Energy Assistance Program**
 - LDC/Gas utilities may consider using common screening partners for LEAP Emergency Financial Assistance and Home Assistance Programs
 - Referrals to be provided between programs
 - Information about customer care/financial assistance programs will be provided to conservation program participants
- **Coordination between natural gas DSM and electric CDM low income programs**
 - Memorandum of Understanding

Program Design: Coordination with Other Programs (continued)

- **Coordination, where applicable with:**
 - Ontario Ministry of Community and Social Services
Emergency Energy Fund
 - Community Start-up and Maintenance Benefit
 - Canada Mortgage and Housing Corporation: Residential Rehabilitation & Assistance Program
 - Canada Mortgage Housing Corporation: Emergency Repair Program
- **Coordination with OPA C&I Retrofit Program:**
 - For Social Housing and/or Assisted Housing Providers as may have both high-rise and low-rise building types

Program Design: Enabling Initiatives

- **Training:** To ensure program consistency
 - Targeted at LDC's and LDC partners – Outreach Partners
 - Train the trainer format/modules
 - Sessions will be planned based on LDC sign up rates/procurement
- **Marketing:**
 - Program brochures and applications available to program partners
 - No immediate plans for mass media or province-wide launch event so program partners will be important aspect of participant engagement

Program Design: Enabling Initiatives

- **Capability Building for Low Income Housing Providers:**
 - Energy Efficiency Solutions Providers (EESP)
 - Total 2 positions to assist with engagement of low-income single family home property managers and social housing providers
 - Available late 2011

PART 2 – PROGRAM INFRASTRUCTURE

Part 2 – Program Infrastructure

- Eligibility, Intake and Service Guide
 - For LDCs, LDC customer service representatives and Outreach and Intake Partners
 - Contents include:
 - Guide provides a program overview
 - Services
 - Eligibility
 - Appendix A, Referrals To Other Programs and Services
 - Appendix B, Customer Service Scripts
 - Appendix C, Participant Engagement Guide (Education)

Part 2 – Program Infrastructure

- Audit and Retrofit Protocols
 - For LDC delivery partners to ensure consistent delivery of program offering
- Field Audit Support Tools
 - For LDC delivery partners to assist with prioritization of eligible measure selection
- Program Process Flow Documents
 - For LDC intake partners, customer service representatives, delivery partners

Part 2 – Program Infrastructure Continued

- Participant Application(s)/Consent(s)
 - Currently 6 Participant Application and Consent forms:
 - 1) Participant Application
 - 2) Participant Consent
 - 3) Social and/or Assisted Housing Building Owner Manager Application
 - 4) Building Owner Manager Application
 - 5) Building Owner Manager Basic Consent
 - 6) Building Owner Manager Extended and Weatherization Consent

Part 2 – Program Infrastructure Continued

- **SaveONenergy HOME ASSISTANCE** program pages
 - URL: saveonenergy.ca/HOMEASSISTANCE
 - Include: Program overview, FAQs and downloadable application forms
 - Available later this summer
- OPA Call Centre
 - OPA will take names of potential participants and provide to LDC
 - Also available later this summer
- Program Marketing Collateral
 - 2 Program brochures
 - Program poster and sell sheets will eventually be developed

PART 3 – PROGRAM ROLLOUT

Part 3 – Program Rollout

- OPA/LDC legal Schedule was posted on May 9, 2011 for LDC registration to deliver the program in their service territories
- To date, more than half the LDC community has registered (approximately 78% of eligible participants in province)
- Save**ON**energy **HOME ASSISTANCE** program is rolling out slowly, and will not all at once be available across the province.
- Save**ON**energy **RETROFIT** program is already in market.

PROGRAM ROLLOUT QUESTIONS AND ANSWERS

PART 4 – APPENDICES

Appendix A – Background: Housing Stock & Electricity Use

- Approx. 733,000 low-income households in ON (16% of total Households) based on pre-tax low income cut-offs (LICOs)
 - Including approx. 400,000 multi-family unit
- Over 250,000 low-income households live in social housing
- Homes tend to be older, less insulated, in need of repair, older inefficient appliances
- Approx. 26% of low income households are electrically heated
- Approx. 31% of low income households have electric hot water heaters

Sources:

Statistics Canada, 2006 Census

Statistics Canada, Survey of Household Spending

Globe Inc. Submission to EB-2008-0150

Appendix B – Income Eligibility

Size of Family Unit	135% Pre-Tax LICO (Communities over 500,000)
1 person	\$29,931
2 persons	\$37,261
3 persons	\$45,810
4 persons	\$55,617
5 persons	\$63,081
6 persons	\$71,144
7 or more persons	\$79,209

Appendix C - Potential Outreach Partners

- Advocacy Centre for Tenants Ontario (ACTO)
- Canadian Mortgage and Housing Corporation (CMHC)
- Cooperative Housing Federation of Canada
- Enbridge Gas Distribution Co.
- Federation of Rental Housing Providers Ontario
- Greater Toronto Apartment Association
- Low-Income Energy Network (LIEN)

Appendix D - Potential Outreach Partners

- Ministry of Community and Social Services (MCSS)
- Ontario Non-Profit Housing Association (ONPHA)
- Social Housing Services Corporation (SHSC)
- Social Planning Network of Ontario (SPNO)
- Toronto Community Housing
- Union Gas
- Vulnerable Energy Consumers Coalition

Appendix E - Outreach Partners

- Link to Social Agency Partnerships for Delivery of the LEAP Emergency Financial Assistance Program:
http://www.oeb.gov.on.ca/OEB/_Documents/EB-2008-0150/LEAP_Utility-Agency_Partners.pdf
- Province-wide Partners with local chapters:
 - Association of Ontario Food Banks
 - Red Cross (Ontario Region)
 - Association of Municipalities of Ontario
 - United Way

Appendix F - Definition of Social Housing

Residential social housing includes all non-profit housing developed, acquired or operated under a federal, provincial or municipally funded program including shelters/hostels.

Examples of residential social housing are:

- o Non-profit corporations as outlined in *Social Housing Reform Act 2000*
- o Public housing corporations owned by municipalities directly or through Local Housing Corporations (LHC's)
- o Non-profit housing co-operatives as defined in the Co-operative Corporations Act
- o Non-profit housing corporations that manage/own rural and native residential housing
- o Non-profit housing corporations that manage/own residential buildings developed under the Affordable Housing Program
- o Non-profit organizations or municipal/provincial governments that manage/own residential supportive housing, shelters and hostels