

Revised guiding principles for the long-term framework for low-income gas DSM

These principles apply to the long-term framework for low-income gas DSM. However, to the extent possible, they should guide the development of the short-term framework. The short-term framework should not constrain or conflict with the long-term framework that is developed.

These guiding principles represent a broad approach to low-income natural gas DSM in Ontario and have general applicability to all aspects of low-income energy conservation.

Low-income gas DSM should:

1. Be accessible province-wide in the long term:
 - a. No upfront cost to the low-income energy consumer and with the expectation that there will be a positive impact on energy reduction.
 - b. Clear, simple and easily accessible screening and intake process with broad criteria for determining low-income status.
 - c. Address non-financial barriers (e.g. communication, cultural, linguistic)
2. Provide one-window access for program participants, for example, homeowners, owners and occupants of social and assisted housing, and owners of privately owned buildings that have low-income residents.
3. Be available regardless of fuel source.
4. Be fully funded and provide cost effective program delivery:
 - a. Encourages collaboration and integrated delivery considering private, public and not-for-profit partnerships for program delivery.
5. Have regulatory certainty over the long term.
6. Have integrated delivery (electric and gas LDCs; federal, provincial and municipal agencies; social agencies and agencies concerned with health and safety issues).
7. Be a direct install program:
 - a. Provides turnkey solution.
 - b. Provides deep measures including renewables, fuel switching, demand response (and other measures that take consideration of smart grid technologies), where applicable.

- c. Captures potential opportunities for energy savings, including new construction.
- 8. Provides an education and training strategy:
 - a. Encourages behaviour change.
 - b. Helps low-income energy consumers to help themselves.
 - c. Helps low-income energy consumers to understand the benefits of participating in the DSM program and conservation, in general.
- 9. Provide on-going measurement of results, feedback and accountability for continuous improvement of the program and identification of best practices.
- 10. Be on a level playing field with non-low-income DSM.
- 11. Maintain participation and persistence of savings.