
Newmarket-Tay Power Distribution Ltd.

Conservation and Demand Management 2011 Annual Report

Submitted to:
Ontario Energy Board
EB-2010-0215

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Executive Summary

In accordance with the Conservation and Demand Management (“CDM”) Code issued on September 16, 2010 (EB-2010-0215), Newmarket-Tay Power Distribution Ltd. hereby submits our 2011 Annual Report to the Ontario Energy Board (OEB). This report is the first of four annual reports that are required to be submitted to the OEB each year on September 30th.

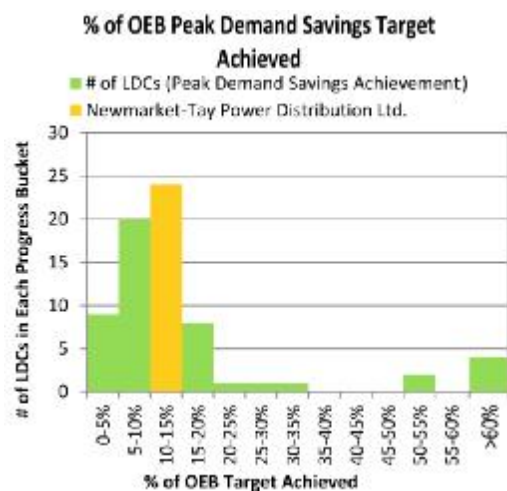
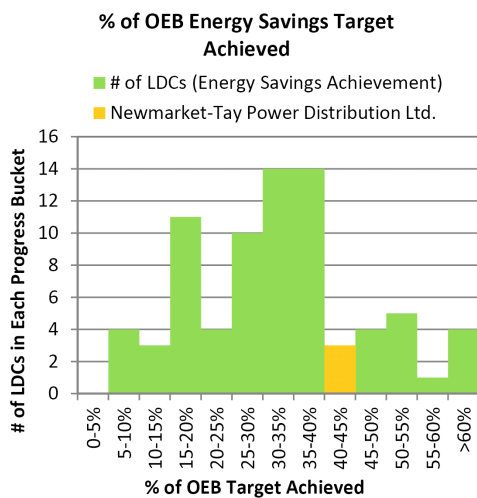
This document outlines the progress made in 2011 by Newmarket-Tay Power Distribution Ltd. (NT Power) towards achieving the mandated CDM targets of 33.05 GWh of Energy Savings and 8.76 MW of Summer Peak Demand Savings.

The annual report contains detailed participation levels and evaluation findings and results for each of the Ontario Power Authority (OPA) Contracted Province-Wide CDM Programs. These findings are reflective of the results provided by the OPA, through their Evaluation, Measurement and Verification process (EM &V).

The following chart illustrates NT Power’s contributions to our targets for Net Annual Peak Demand Savings and Net Cumulative Energy Savings. NT Power has achieved 9.35% of its Net Annual Peak Demand Savings and 44.45% of its Net Cumulative Energy Savings.

Program	Contribution to Targets	
	Program-to-Date: Net Annual Peak Demand Savings (MW) in 2014	Program-to-Date: 2011-2014 Net Cumulative Energy Savings (GWh)
Residential Program	0.296	3.786924
Commercial & Institutional Program	0.401	8.165242
Industrial Program	0.013	0.311584
Home Assistance Program	0	0
Pre-2011 Programs	0.108	2.427316
Total OPA Contracted Province-Wide CDM Programs	0.819	14.691066
Total Target 2011-2014	8.76	33.50
Percentage (%) of Target Achieved	9.35%	44.45%

The graphs provided below offer a comparison of NT Power’s percentage of OEB target achieved versus all other LDCs in the province. NT Power’s Energy Savings are above average and Peak Demand Savings are in line with the majority of the LDCs in the province.



In 2011, several initiatives that were included in the OPA schedules were not in market. Additional time was also required for a number of initiatives to procure services (RFP process as per the OPA Master Agreement), and resources before NT Power could market the Initiatives to our customers.

In 2011, NT Power opted to offer the Province-Wide CDM Programs that best matched the needs of our customer base. NT Power employed a variety of marketing and program outreach campaigns to promote the various initiatives. Marketing and advertising campaigns were launched through newspaper advertisements, in-bill newsletters, training sessions, website promotions and tradeshow/events.

In 2011, NT Power focused on one-on-one customer engagement/education and opportunity identification for the Direct Install (DI) and Equipment Replacement Incentive Initiative (ERII). NT Power actively promoted incentive and savings opportunities and provided application assistance to customers. One-on-one customer interaction proved to be very successful in raising customer awareness and interest in pursuing potential projects and will be continued in the upcoming years (2012-2014).

NT Power was very encouraged by the success of our channel partners in promoting and delivering a number of initiatives. Contractor support and involvement for initiatives like the HVAC Incentive assisted NT Power in surpassing the forecasted customer uptake. In 2011, NT Power was able to determine that channel engagement is a highly effective method of connecting with customers. In the future, NT Power will continue to work closely with our channel partners to provide any required training, advertising materials and support.

NT Power has noticed an increase in traction for a number of the initiatives being offered to residential, commercial and institutional customers. We have also identified a number of initiatives that are reaching market saturation, as these initiatives have already been in market for a number of years.

Based on the reporting results achieved in 2011, NT Power has no immediate plans to modify its CDM strategy that was originally submitted to the OEB on November 1st, 2010. NT Power is pleased with its progress to date towards the mandated CDM targets and will continue to educate and assist customers with all available conservation initiatives.

Background

On March 31, 2010, the Minister of Energy and Infrastructure of Ontario, under the guidance of sections 27.1 and 27.2 of the *Ontario Energy Board Act, 1998*, directed the Ontario Energy Board (OEB) to establish Conservation and Demand Management (CDM) targets to be met by electricity distributors. Accordingly, on November 12, 2010, the OEB amended the distribution licence of Newmarket-Tay Power Distribution Ltd. (NT Power) to require NT Power, as a condition of its licence, to achieve 33.05 GWh of energy savings and 8.76 MW of summer peak demand savings, over the period beginning January 1, 2011 through December 31, 2014.

In accordance with the same Minister's directive, the OEB issued the Conservation and Demand Management Code for Electricity Distributors (the Code) on September 16, 2010. The code sets out the obligations and requirements with which electricity distributors must comply in relation to the CDM targets set out in their licences. To comply with the Code requirements, NT Power submitted its CDM Strategy on November 1, 2010 and amended on June 13, 2011 which provided a high level of description of how NT Power intended to achieve its CDM targets.

The Code also requires a distributor to file annual report with the Board. This Annual Report is therefore prepared accordingly and covers the period from January 1, 2011 to December 31, 2011.

1 Board-Approved CDM Programs

1.1 Introduction

In its Decision and Order dated November 12 2010 (EB-2010-0215 & EB-2010-0216), the OEB ordered that, (to meet its mandatory CDM targets), "Each licensed electricity distributor must, as a condition of its licence, deliver Board-Approved CDM Programs, OPA-Contracted Province-Wide CDM Programs, or a combination of the two".

1.1.1

At this time, the implementation of Time-of-Use ("TOU") Pricing is the only Board-Approved Conservation and Demand Management ("CDM") program that is being offered in NT Power's service area.

In 2011 NT Power did not apply for an additional OEB Approved CDM programs and all activities were OPA-Contracted-Provincial wide programs.

1.2 TOU Pricing

1.2.1 BACKGROUND

In its April 26, 2012 CDM Guidelines, the OEB recognizes that a portion of the aggregate electricity demand target was intended to be attributable to savings achieved through the implementation of TOU Pricing. The OEB establishes TOU prices and has made the implementation of this pricing mechanism mandatory for distributors. On this basis, the OEB has determined that distributors will not have to file a Board-Approved CDM program application regarding TOU pricing. The OEB has deemed the implementation of TOU pricing to be a Board-Approved CDM program for the purposes of achieving the CDM targets. The costs associated with the implementation of TOU pricing are recoverable through distribution rates, and not through the Global Adjustment Mechanism ("GAM").

In accordance with a Directive dated March 31, 2010 by the Minister of Energy and Infrastructure, the OEB is of the view that any evaluations of savings from TOU pricing should be conducted by the OPA for the province, and then allocated to distributors. NT Power will report these results upon receipt from the OPA. As of September 30, 2012, the OPA has not released its preliminary results of TOU savings to distributors. Therefore NT Power is not able to provide any verified savings related to NT Power's TOU program at this time.

1.2.2 TOU PROGRAM DESCRIPTION

Target Customer Type(s): Residential and small business customers (up to 250,000 kWh per year)

Initiative Frequency: Year-Round

Objectives: TOU pricing is designed to encourage the shifting of energy usage. Therefore peak demand reductions are expected, and energy conservation benefits may also be realized.

Description: In August of 2010, the OEB issued a final determination to mandate TOU pricing for Regulated Price Plan ("RPP") customers by June 2011, in order to support the Government's expectation for 3.6 million RPP consumers to be on TOU pricing by June 2011, and to ensure that smart meters funded at ratepayer expense are being used for their intended purpose.

The RPP TOU price is adjusted twice annually by the OEB. A summary of the RPP TOU pricing is provided below:

RPP TOU	Rates (cents/kWh)		
	On Peak	Mid Peak	Off Peak
Effective Date			
November 1, 2010	9.9	8.1	5.1
May 1, 2011	10.7	8.9	5.9
November 1, 2011	10.8	9.2	6.2
May 1, 2012	11.7	10.0	6.5

Delivery: OEB set rates; LDC installation and maintenance of the meter; LDC converts customers to TOU billing.

Initiative Activities/Progress: NT Power began transitioning its RPP customers to TOU billing December, 2007. As of February 10th, 2012, all eligible RPP customers within NT Power service area were on TOU billing.

1.3 Newmarket-Tay Power Distribution Ltd. 's Application with the OEB

In 2011 NT Power did not apply for an additional OEB Approved CDM programs and all activities were OPA-Contracted-Provincial wide programs.

2 OPA-Contracted Province-Wide CDM Programs

2.1 Introduction

In 2011, NT Power entered into a Master Agreement with the OPA to deliver CDM programs. The term of the Agreement extends from January 1, 2011 to December 31, 2014. In addition, kWh and kW results for projects started pre 2011 and completed in 2011 are included in this report. The Programs and Initiatives offered by NT Power in 2011 are shown below.

Initiative	Schedule	Date schedule posted	Customer Class
Residential Program			
Appliance Retirement	Schedule B-1, Exhibit D	Jan 26 2011	All residential rate classes
Appliance Exchange	Schedule B-1, Exhibit E	Jan 26 2011	All residential rate classes
HVAC Incentives	Schedule B-1, Exhibit B	Jan 26 2011	All residential rate classes
Conservation Instant Coupon Booklet	Schedule B-1, Exhibit A	Jan 26 2011	All residential rate classes
Bi-Annual Retailer Event	Schedule B-1, Exhibit C	Jan 26 2011	All residential rate classes
Retailer Co-op		Jan 26 2011	All residential rate classes
Residential Demand Response	Schedule B-3	Aug 22 2011	All general service classes
New Construction Program	Schedule B-2	Jan 26 2011	All residential rate classes
Commercial & Institutional Program			
Efficiency: Equipment Replacement	Schedule C-2	Jan 26 2011	All general service classes
Direct Install Lighting	Schedule C-3	Jan 26 2011	General Service < 50 kW
Existing Building Commissioning Incentive	Schedule C-6	Feb 2011	All general service classes
New Construction and Major Renovation Initiative	Schedule C-4	Feb 2011	All general service classes
Energy Audit	Schedule C-1	Jan 26, 2011	All general service classes
Commercial Demand Response (part of the Residential program schedule)	Schedule B-3	Jan 26, 2011	All general service classes
Demand Response 3 (part of the Industrial program schedule)	Schedule D-6	May 31, 2011	General Service 50 kW & above
Industrial Program			
Process & System Upgrades	Schedule D-1	May 31, 2011	General Service 50 kW & above
Monitoring & Targeting	Schedule D-2	May 31, 2011	General Service 50 kW & above

Energy Manager	Schedule D-3	May 31, 2011	General Service 50 kW & above
Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	Schedule C-2	May 31, 2011	General Service 50 kW & above
Demand Response 3	Schedule D-6	May 31, 2011	General Service 50 kW & above
Home Assistance Program			
Home Assistance Program	Schedule E-1	May 9, 2011	All residential rate classes
Pre-2011 Programs completed in 2011			
Electricity Retrofit Incentive Program	n/a	n/a	All general service classes
High Performance New Construction	n/a	n/a	All general service classes
Toronto Comprehensive	n/a	n/a	All general service classes
Multifamily Energy Efficiency Rebates	n/a	n/a	All general service classes
Data Centre Incentive Program	n/a	n/a	All general service classes
EnWin Green Suites	n/a	n/a	All general service classes

Several initiatives that were included in the schedules of the Master Agreement were not in market in 2011. The OPA has communicated the initiatives not in market are listed below and advised that they represent a very small percentage of the forecasted energy and demand savings. The OPA placed emphasis on supporting the implementation of initiatives that would offer the greatest ratepayer value and greatest amount of persisting savings.

Initiative Not in Market in 2011	Objective	Status
Residential Program		
Midstream Electronics	The objective of this initiative is to encourage retailers to promote and sell high efficiency televisions, and for distributors to distribute high efficiency set top boxes.	Not launched to market
Midstream Pool Equipment	The objective of this initiative is to encourage pool installers to sell and install efficient pool pump equipment in residential in-ground pools.	Not launched to market
First Nations Program	First Nations programs are delivered by OPA and results are attributed to LDCs for reporting.	Not launched to market
Home Energy Audit Tool	This is a provincial online audit tool to engage customers in conservation and help drive customer participation to CDM programs.	Not launched to market

Commercial & Institutional Program		
Direct Service Space Cooling	The objective of this initiative is to offer free servicing of air conditioning systems and refrigeration units for the purpose of achieving energy savings and demand reduction.	Not launched to market in 2011. The OPA has no plans to launch this initiative 2012
Demand Response 1	This initiative allows distribution customers to voluntarily reduce electricity demand during certain periods of the year pursuant to the DR 1 contract. The initiative provides DR payment for service for the actual electricity reduction provided during a demand response event.	No customer uptake for this initiative
Industrial Program		
Demand Response 1	As above	No customer uptake for this initiative

2.2 Program Descriptions

2.2.1 RESIDENTIAL PROGRAM

2.2.1.1 APPLIANCE RETIREMENT INITIATIVE (Exhibit D)

Target Customer Type(s): Residential and Small Commercial Customers

Initiative Frequency: Year round

Objectives: Achieve energy and demand savings by permanently decommissioning prescribed older, inefficient refrigeration appliances located in Ontario.

Description: This is an energy efficiency Initiative that offers individuals and businesses free pick-up and decommissioning of old large refrigerators and freezers. Window air conditioners and portable dehumidifiers can also be picked up if a refrigerator or a freezer is being collected.

Targeted End Uses: Large refrigerators, large freezers, window air conditioners and portable dehumidifiers.

Delivery: OPA centrally contracts for province-wide marketing, call centre, appliance pick-up and decommissioning process. LDC provides local marketing and coordination with municipal pick-up where available.

Additional detail is available:

- Schedule B-1, Exhibit D
http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20B-1%20Residential%20Program.pdf and
- Saveonenergy website <https://saveonenergy.ca/Consumer/Programs/Appliance-Retirement.aspx>

Initiative Activities:

- Spring Home show

- Newspaper advertising
- In-bill newsletter
- NT Power website
- Customer Service Representative training

In Market Date: April 1, 2011

Lessons Learned:

- The Appliance Retirement Initiative (and earlier versions) has been offered by NT Power since 2005. This initiative is approaching market saturation.
- This initiative faces some competition from independent retailers and municipalities.
- Results were very responsive to province wide advertising.

2.2.1.2 APPLIANCE EXCHANGE INITIATIVE (Exhibit E)

Target Customer Type(s): Residential Customers

Initiative Frequency: Spring and Fall

Objective: The objective of this Initiative is to remove and permanently decommission older, inefficient window air conditioners and portable dehumidifiers that are in Ontario.

Description: This Initiative involves appliance exchange events. Exchange events are held at local retail locations and customers are encouraged to bring in their old room air conditioners (AC) and dehumidifiers in exchange for coupons/discounts towards the purchase of new energy efficient equipment.

Targeted End Uses: Window air conditioners and portable dehumidifiers

Delivery: OPA contracts with participating retailers for collection of eligible units.

Additional detail is available:

- Schedule B-1, Exhibit C
http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20B-1%20Residential%20Program.pdf and
- Saveonenergy website <https://saveonenergy.ca/Consumer.aspx>

Initiative Activities:

- Spring Home show
- In-bill newsletter
- NT Power website

- Customer Service Representative training

In Market Date: April 1, 2011

Lessons Learned:

- The spring event had the participation of 3 retailers with 300 – 400 locations across the province. However, the Fall 2011 event had no retailer participation.

2.2.1.3 HVAC INCENTIVES INITIATIVE (Exhibit B)

Target Customer Type(s): Residential Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to encourage the replacement of existing heating systems with high efficiency furnaces equipped with Electronically Commutated Motors (ECM), and to replace existing central air conditioners with ENERGY STAR qualified systems and products.

Description: This is an energy efficiency Initiative that provides rebates for the replacement of old heating or cooling systems with high efficiency furnaces (equipped with ECM) and Energy Star qualified central air conditioners by approved Heating, Refrigeration, and Air Conditioning Institute (HRAI) qualified contractors.

Targeted End Uses: Central air conditioners and furnaces

Delivery: OPA contracts centrally for delivery of the program and LDCs are encouraged to convince local contractors to participate in the Initiative.

Additional detail is available:

- Schedule B-1, Exhibit B
http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20B-1%20Residential%20Program.pdf and
- Saveonenergy website <https://saveonenergy.ca/Consumer.aspx>

Initiative Activities:

- Spring Home show
- Newspaper advertising
- HVAC Contractor newsletter, follow-up site visits
- NT Power website
- Customer Service Representative training

In Market Date: April 1, 2011

Lessons Learned:

- Contractor support and involvement exceeded our expectation
- Channel engagement is a highly effective method of connecting with customers

2.2.1.4 CONSERVATION INSTANT COUPON BOOKLET INITIATIVE (Exhibit A)

Target Customer Type(s): Residential Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to encourage households to purchase energy efficient products by offering discounts.

Description: This Initiative provides customers with year round coupons. The coupons offer instant rebates towards the purchase of a variety of low cost, easy to install energy efficient measures and can be redeemed at participating retailers. Downloadable coupons were also available at www.saveoneenergy.ca.

Targeted End Uses: ENERGY STAR® qualified Standard Compact Fluorescent Lights (CFLs), ENERGY STAR® qualified Light Fixtures lighting control products, weather stripping, hot water pipe wrap, electric water heater blanket, heavy duty plug-in Timers, Advanced power bars, clothesline, baseboard programmable thermostats

Delivery: OPA contracts centrally for the distribution of the coupon booklets across Ontario. LDC distributes coupons at local events. The OPA enters into agreements with retailers to honour the coupons.

Additional detail is available:

- Schedule B-1, Exhibit A
http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20B-1%20Residential%20Program.pdf and
- Saveonenergy website <https://saveonenergy.ca/Consumer.aspx>

Initiative Activities:

- Spring Home show
- NT Power counter display in two locations
- NT Power website
- Customer Service Representative training

In Market Date: April 1, 2011

Lessons Learned:

- Although reasonably successful the Bi-Annual Retailer Event (listed below) initiative proved to be more successful and resulted in higher consumer awareness.

2.2.1.5 BI-ANNUAL RETAILER EVENT INITIATIVE (Exhibit C)

Target Customer Type(s): Residential Customers

Initiative Frequency: Bi-annual events

Objective: The objective of this Initiative is to provide instant point of purchase discounts to individuals at participating retailers for a variety of energy efficient products.

Description: Twice a year (Spring and Fall), participating retailers host month-long rebate events. During the months of April and October, customers are encouraged to visit participating retailers where they can find coupons redeemable for instant rebates towards a variety of low cost, easy to install energy efficient measures.

Targeted End Uses: Same as the conservation instant coupon booklet initiative

Delivery: The OPA enters into arrangements with participating retailers to promote the discounted products, post and honour related coupons.

Additional detail is available:

- Schedule B-1, Exhibit C
http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20B-1%20Residential%20Program.pdf and
- Saveonenergy website <https://saveonenergy.ca/Consumer.aspx>

Initiative Activities:

- Spring Home show
- NT Power counter display in two locations
- Site visits with local participating retailers
- NT Power website
- Customer Service Representative training

In Market Date: Spring and Fall

Lessons Learned:

- This initiative proved to be more successful and resulted in higher consumer awareness than the Instant Coupon Booklet.

2.2.1.6 RETAILER CO-OP

Target Customer Type(s): Residential Customers

NT Power did not participate in this Initiative.

2.2.2 COMMERCIAL AND INSTITUTIONAL PROGRAM

2.2.2.1 EFFICIENCY: EQUIPMENT REPLACEMENT INCENTIVE (ERII) (Schedule C-2)

Target Customer Type(s): Commercial, Institutional, Agricultural and Industrial Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to offer incentives to non-residential distribution customers to achieve reductions in electricity demand and consumption by upgrading to more energy efficient equipment for lighting, space cooling, ventilation and other measures.

Description: The Equipment Replacement Incentive Initiative (ERII) offers financial incentives to customers for the upgrade of existing equipment to energy efficient equipment. Upgrade projects can be classified into either: 1) prescriptive projects where prescribed measures replace associated required base case equipment; 2) engineered projects where energy and demand savings and incentives are calculated for associated measures; or 3) custom projects for other energy efficiency upgrades.

Targeted End Uses: lighting, space cooling, ventilation and other measures

Delivery: LDC delivered.

Additional detail is available:

- Schedule C-2
http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20C-2%20ERII%20Initiative.pdf and
- Saveonenergy website <https://saveonenergy.ca/Business/Program-Overviews/Retrofit-for-Commercial.aspx>

Initiative Activities:

- Engagement of channel partners (wholesalers, contractors, etc.)
- Hiring (contract position) program/initiative delivery specialist.
- Program support material (brochures) developed
- One-on-one customer engagement/education/opportunity identification

In Market Date: June 1, 2011

Lessons Learned:

- The on-line OPA application registration, review and approval process proved more challenging to customers and NT Power than originally anticipated.
- The one-on-one customer interaction proved to be very successful in raising awareness and interest in pursuing projects. However, in many cases the customers' internal decision process whether to proceed with upgrades took longer than expected. In 2011 we were still see some carry over from the recession and access to internal capital dollars for upgrades continued to be a challenge.

2.2.2.2 DIRECT INSTALL INITIATIVE (DIL) (Schedule C-3)

Target Customer Type(s): Small Commercial, Institutional, Agricultural facilities and multi-family buildings

Initiative Frequency: Year round

Objective: The objective of this Initiative is to offer a free installation of eligible lighting and water heating measures of up to \$1,000 to eligible owners and tenants of commercial, institutional and agricultural facilities and multi-family buildings, for the purpose of achieving electricity savings and peak demand savings.

Description: The Direct Installed Lighting Initiative targets customers in the General Service <50kW account category. This Initiative offers turnkey lighting and electric hot water heater measures with a value up to \$1,000 at no cost to qualifying small businesses. In addition, standard prescriptive incentives are available for eligible equipment beyond the initial \$1,000 limit.

Target End Uses: T12 Fluorescent Lighting

Delivery: Participants can enroll directly with NT Power, or be contacted by NT Power's designated representative.

Additional detail is available:

- Schedule C-3

<http://www.powerauthority.on.ca/sites/default/files/page/Schedule%20C-3%20Direct%20Install%20Initiative%20-%20redacted.pdf> and

- Saveonenergy website <https://saveonenergy.ca/Business.aspx>

Initiative Activities:

- Procured a third party initiative delivery agent
- Closely worked with Chamber of Commerce to advertise the initiative
- Developed a sales brochure
- One-on-one customer engagement/education/opportunity identification
- Direct mail to targeted geographic areas/customers

In Market Date: June 1, 2011

Lessons Learned:

- The inclusion of standard incentives for additional measures increased project size and drove higher energy and demand savings results.
- Customer/facility eligibility changes from the previous initiative (Power Savings Blitz) caused some market place confusion and a few projects were lost..

2.2.2.3 EXISTING BUILDING COMMISSIONING INCENTIVE INITIATIVE (Schedule C-6)

Target Customer Type(s): Commercial, Institutional, and Agricultural Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to offer incentives for optimizing (but not replacing) existing chilled water systems for space cooling in non-residential facilities for the purpose of achieving implementation phase energy savings, implementation phase demand savings, or both.

Description: This Initiative offers Participants incentives for the following:

- scoping study phase
- investigation phase
- implementation phase
- hand off/completion phase

Targeted End Uses: Chilled water systems for space cooling

Delivery: LDC delivered.

Additional detail is available:

- Schedule C-6

http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20C-6%20Commissioning%20Initiative.pdf and

- Saveonenergy website <https://saveonenergy.ca/Business/Program-Overviews/Existing-Building-Commissioning.aspx>

Initiative Activities:

- Identify and approached a potential large customer
- engaged a third party facility expert to identify energy saving opportunities

In Market Date: September 1, 2011

Lessons Learned:

- There is only one customer within NT Power service that could have participated in this initiative, and this customer declined.

2.2.2.4 ENERGY AUDIT INITIATIVE (Schedule C-1)

Target Customer Type(s): Commercial, Institutional, Agricultural and Industrial Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to offer incentives to owners and lessees of commercial, institutional, multi-family buildings and agricultural facilities for the purpose of undertaking assessments to identify all possible opportunities to reduce electricity demand and consumption within their buildings or premises.

Description: This Initiative provides participants incentives for the completion of energy audits of electricity consuming equipment located in the facility. Energy audits include development of energy baselines, use assessments and performance monitoring and reporting.

Targeted End Uses: Various

Delivery: LDC delivered.

Additional detail is available:

- Schedule C-1
http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20C-1%20Energy%20Audit%20Initiative.pdf and
- Saveonenergy website <https://saveonenergy.ca/Business/Program-Overviews/Audit-Funding.aspx>

Initiative Activities:

- Identify and approached potential large customers
- engaged a third party facility expert to identify energy audit opportunities

In Market Date: September 1, 2011

Lessons Learned:

- NT Power's service area customers are coming out of a major recession and therefore were unwilling to participate in co-funding of this initiative.

2.2.3 INDUSTRIAL PROGRAM

NT Power does not have any industrial customers that meet the size eligibility (kWh and/or kW) requirements as outlined for the Industrial Program Initiatives, except the Demand Response Initiative.

2.2.3.1 DEMAND RESPONSE 3 (Schedule D-6)

Target Customer Type(s): Industrial, Commercial, Institutional and Agricultural Customers

Initiative Frequency: Year round

Objective: This Initiative provides for Demand Response (DR) payment for service to DR3 participants to compensate them for making available electricity demand response during a demand response event.

Description: Demand Response 3 (DR3) is a demand response Initiative for commercial and industrial customers, of 50 kW or greater to reduce the amount of power being used during certain periods of the year. The DR3 Initiative is a contractual resource that is an economic alternative to procurement of new generation capacity. DR3 comes with specific contractual obligations requiring participants to reduce their use of electricity relative to a baseline when called upon. This Initiative makes payments for participants to be on standby and energy payments for the actual energy reduction provided during a demand response event. Participants are scheduled to be on standby approximately 1,600 hours per calendar year for possible dispatch of up to 100 hours or 200 hours within that year depending on the contract.

Targeted End Uses:

Delivery: DR3 is delivered by Demand Response Providers (DRP), under contract to the OPA. The OPA administers contracts with all DRPs and Direct Participants that provide in excess of 5 MW of demand response capacity. OPA provides administration including settlement, measurement and verification, and dispatch. LDCs are responsible for outreach and marketing efforts.

Additional detail is available:

- Schedule D-6
http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20D-6%20Demand%20Response%203%202011-2014.pdf and
- Saveonenergy website <https://saveonenergy.ca/Business.aspx>

Initiative Activities:

- NT Power is part of the OPA's York Region Demand Response program.

In Market Date: January 1, 2011

Lessons Learned:

- 2011 was a transition year between the previously existing York Region DR program and the new DR3 initiative.

2.2.4 LOW INCOME INITIATIVE (HOME ASSISTANCE PROGRAM) (Schedule E)

NT Power did not begin this Program in 2011.

2.2.5 PRE-2011 PROGRAMS COMPLETED IN 2011

2.2.5.1 ELECTRICITY RETROFIT INCENTIVE PROGRAM

Target Customer Type(s): Commercial, Institutional, and Agricultural Customers

Initiative Frequency: Year Round

Objective: The objective of this Initiative is to offer incentives to non-residential distribution customers to achieve reductions in electricity demand and consumption by upgrading to more energy efficient equipment for lighting, space cooling, ventilation and other measures.

Description: Refer to section 2.2.2.1

Targeted End Uses: lighting, space cooling, ventilation and other measures

Delivery: LDC delivered

Initiative Activities:

- Administered finalization of projects completed in 2011

In Market Date: carryover from 2010

2.3 Participation

Table 1: Participation

#	Initiative	Activity Unit	Uptake/ Participation Units
Consumer Program			
1	Appliance Retirement	Appliances	406
2	Appliance Exchange	Appliances	12
3	HVAC Incentives	Equipment	927
4	Conservation Instant Coupon Booklet	Coupons	3,309
5	Bi-Annual Retailer Event	Coupons	5,750
6	Retailer Co-op	Items	0
7	Residential Demand Response	Devices	0
10	New Construction Program	Houses	0
Business Program			
11	Efficiency: Equipment Replacement	Projects	25
12	Direct Installed Lighting	Projects	165
14	Existing Building Commissioning Incentive	Buildings	0
15	New Construction and Major Renovation Incentive	Buildings	0
16	Energy Audit	Audits	0
17	Commercial Demand Response (part of the Residential program schedule)	Devices	0
19	Demand Response 3 (part of the Industrial program schedule)	Facilities	1
Industrial Program			
20	Process & System Upgrades*	Projects	0
	a) preliminary study		0
	b) engineering study		0
	c) project incentive		0

21	Monitoring & Targeting	Projects	0
22	Energy Manager	Managers	0
23	Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	Projects	2
25	Demand Response 3	Facilities	0
Home Assistance Program			
26	Home Assistance Program	Units	0
Pre 2011 Programs Completed in 2011			
27	Electricity Retrofit Incentive Program	Projects	11
28	High Performance New Construction	Projects	1
29	Toronto Comprehensive	Projects	0
30	Multifamily Energy Efficiency Rebates	Projects	0
31	Data Centre Incentive Program	Projects	0
32	EnWin Green Suites	Projects	0

2.4 Spending

The table below describes and details the funds spent, both cumulatively and in the one year period, applicable to the Annual Report, on each of the OPA-Contracted Province-Wide CDM Programs.

Table 2a: Spending

#	Initiative	Program Administration Budget (PAB)	Participant Based Funding (PBF)	Participant Incentives (PI)	Capability Building Funding (CBF)	TOTAL
Consumer Program						
1	Appliance Retirement	4227	0	0	0	4227
2	Appliance Exchange	3988	0	0	0	3988
3	HVAC Incentives	7624	0	0	0	7624
4	Conservation Instant Coupon Booklet	8107	0	0	0	8107
5	Bi-Annual Retailer Event	4560	0	0	0	4560

6	Retailer Co-op	0	0	0	0	0
7	Residential Demand Response	0	0	0	0	0
10	New Construction Program	3679	0	0	0	3679
Business Program						
11	Efficiency: Equipment Replacement	89537		61739		151276
12	Direct Installed Lighting	31828	37968	155458		225254
14	Existing Building Commissioning Incentive	3880				3880
15	New Construction and Major Renovation Initiative	4680				4680
16	Energy Audit	14996				14996
17	Commercial Demand Response (part of the Residential program schedule)	0				0
19	Demand Response 3 (part of the Industrial program schedule)	0				0
Industrial Program						
20	Process & System Upgrades	0				0
	a) preliminary study	0				0
	b) engineering study	0				0
	c) program incentive	0				0
21	Monitoring & Targeting	0				0
22	Energy Manager	0				0
23	Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	0				0
25	Demand Response 3	0				0
Home Assistance Program						
26	Home Assistance Program	13599				13599
Pre 2011 Programs Completed in 2011						
27	Electricity Retrofit Incentive Program	0		190081		190081
28	High Performance New Construction	0				0
29	Toronto Comprehensive	0				0

30	Multifamily Energy Efficiency Rebates	0				0
31	Data Centre Incentive Program	0				0
32	EnWin Green Suites	0				0
	TOTAL Province-wide CDM PROGRAMS	190705	37968	407278	0	635951

The table below describes and details the funds spent, both cumulatively and in the one year period, applicable to the Annual Report, on each of the OPA-Contracted Province-Wide CDM Programs that over the course of 2011 were Not In Market.

Table 2b: Allocation of PAB funding for Programs Not In Market

#	Initiative	Program Administration Budget (PAB)
Initiatives Not In Market		
8	Midstream Electronics	0
9	Midstream Pool Equipment	0
13	Demand Service Space Cooling	4668
18	Demand Response 1 (Commercial)	0
19	Demand Response 1 (Industrial)	0
33	Home Energy Audit Tool	0
	TOTAL Province-wide CDM PROGRAMS Not In Market	4668

2.5 Evaluation

2.5.1 EVALUATION FINDINGS

The evaluation summary, below, was provided by the OPA.

Table 3: Evaluation Findings

#	Initiative	Evaluation Findings
Consumer Program		
1	Appliance Retirement	<ul style="list-style-type: none"> * Overall participation continues to decline year over year * Participation declined 17% from 2010 (from over 67,000 units in 2010 to over 56,000 units in 2011) * 97% of net resource savings achieved through the home pick-up stream * Measure Breakdown: 66% refrigerators, 30% freezers, 4% Dehumidifiers and window air conditioners * 3% of net resource savings achieved through the Retailer pick-up stream * Measure Breakdown: 90% refrigerators, 10% freezers * Net-to-Gross ratio for the initiative was 50% * Measure-level free ridership ranges from 82% for the retailer pick-up stream to 49% for the home pick-up stream * Measure-level spillover ranges from 3.7% for the retailer pick-up stream to 1.7% for the home pick-up stream
2	Appliance Exchange	<ul style="list-style-type: none"> * Overall eligible units exchanged declined by 36% from 2010 (from over 5,700 units in 2010 to over 3,600 units in 2011) * Measure Breakdown: 75% window air conditioners, 25% dehumidifiers * Dehumidifiers and window air conditioners contributed almost equally to the net energy savings achieved * Dehumidifiers provide more than three times the energy savings per unit than window air conditioners * Window air conditioners contributed to 64% of the net peak demand savings achieved * Approximately 96% of consumers reported having replaced their exchanged units (as opposed to retiring the unit) * Net-to-Gross ratio for the initiative is consistent with previous evaluations (51.5%)
3	HVAC Incentives	<ul style="list-style-type: none"> * Total air conditioner and furnace installations increased by 14% (from over 95,800 units in 2010 to over 111,500 units in 2011) * Measure Breakdown: 64% furnaces, 10% tier 1 air conditioners (SEER 14.5) and 26% tier 2 air conditioners (SEER 15) * Measure breakdown did not change from 2010 to 2011 * The HVAC Incentives initiative continues to deliver the majority of both the energy (45%) and demand (83%) savings in the consumer program * Furnaces accounted for over 91% of energy savings achieved for this initiative * Net-to-Gross ratio for the initiative was 17% higher than 2010 (from 43% in 2010 to 60% in 2011)

		<ul style="list-style-type: none"> * Increase due in part to the removal of programmable thermostats from the program, and an increase in the net-to-gross ratio for both Furnaces and Tier 2 air conditioners (SEER 15)
4	Conservation Instant Coupon Booklet	<ul style="list-style-type: none"> * Customers redeemed nearly 210,000 coupons, translating to nearly 560,000 products * Majority of coupons redeemed were downloadable (~40%) or LDC-branded (~35%) * Majority of coupons redeemed were for multi-packs of standard spiral CFLs (37%), followed by multi-packs of specialty CFLs (17%) * Per unit savings estimates and net-to-gross ratios for 2011 are based on a weighted average of 2009 and 2010 evaluation findings * Careful attention in the 2012 evaluation will be made for standard CFLs since it is believed that the market has largely been transformed
5	Bi-Annual Retailer Event	<ul style="list-style-type: none"> * Customers redeemed nearly 370,000 coupons, translating to over 870,000 products * Majority of coupons redeemed were for multi-packs of standard spiral CFLs (49%), followed by multi-packs of specialty CFLs (16%) * Per unit savings estimates and net-to-gross ratios for 2011 are based on a weighted average of 2009 and 2010 evaluation findings * Standard CFLs and heavy duty outdoor timers were reintroduced to the initiative in 2011 and contributed more than 64% of the initiative's 2011 net annual energy savings * While the volume of coupons redeemed for heavy duty outdoor timers was relatively small (less than 1%), the measure accounted for 10% of net annual savings due to high per unit savings * Careful attention in the 2012 evaluation will be made for standard CFLs since it is believed that the market has largely been transformed.
6	Retailer Co-op	<ul style="list-style-type: none"> * Initiative was not evaluated in 2011 due to low uptake. Verified Bi-Annual Retailer Event per unit assumptions and free-ridership rates were used to calculate net resource savings
7	Residential Demand Response	<ul style="list-style-type: none"> * Approximately 20,000 new devices were installed in 2011 * 99% of the new devices enrolled controlled residential central AC (CAC) * 2011 only saw 1 atypical event (in both weather and timing) that had limited participation across the province * The ex ante impact developed through the 2009/2010 evaluations was maintained for 2011; residential CAC: 0.56 kW/device, commercial CAC: 0.64 kW/device, and Electric Water Heaters: 0.30 kW/device
10	New Construction Initiative	<ul style="list-style-type: none"> * Initiative was not evaluated in 2011 due to limited uptake * Business case assumptions were used to calculate savings
Business Program		
11	Efficiency: Equipment Replacement	<ul style="list-style-type: none"> * Gross verified energy savings were boosted by lighting projects in the prescriptive and custom measure tracks * Lighting projects overall were determined to have a realization rate of 112%; 116% when including interactive energy changes * On average, the evaluation found high realization rates as a result of both longer operating hours and larger wattage reductions than initial assumptions

		<ul style="list-style-type: none"> * Low realization rates for engineered lighting projects due to overstated operating hour assumptions * Custom non-lighting projects suffered from process issues such as: the absence of required M&V plans, the use of inappropriate assumptions , and the lack of adherence to the M&V plan * The final realization rate for summer peak demand was 94% <ul style="list-style-type: none"> * 84% was a result of different methodologies used to calculate peak demand savings * 10% due to the benefits from reduced air conditioning load in lighting retrofits * Overall net-to-gross ratios in the low 70's represent an improvement over the 2009 and 2010 ERIP program where net-to-gross ratios were in the low 60's and low 50's, respectively. Strict eligibility requirements and improvements in the pre-approval process contributed to the improvement in net-to-gross ratios
12	Direct Installed Lighting	<ul style="list-style-type: none"> * Though overall performance is above expectations, participation continues to decline year over year as the initiative reaches maturity * 70% of province-wide resource savings persist to 2014 <ul style="list-style-type: none"> * Over 35% of the projects for 2011 included at least one CFL measure * Resource savings from CFLs in the commercial sector only persist for the industry standard of 3 years * Since 2009 the overall realization rate for this program has improved <ul style="list-style-type: none"> * 2011 evaluation recorded the highest energy realization rate to date at 89.5% * The hours of use values were held constant from the 2010 evaluation and continue to be the main driver of energy realization rate * Lights installed in "as needed" areas (e.g., bathrooms, storage areas) were determined to have very low realization rates due to the difference in actual energy saved vs. reported savings
14	Existing Building Commissioning Incentive	<ul style="list-style-type: none"> * Initiative was not evaluated in 2011, no completed projects in 2011
15	New Construction and Major Renovation Initiative	<ul style="list-style-type: none"> * Initiative was not evaluated in 2011 due to low uptake Assumptions used are consistent with preliminary reporting based on the 2010 Evaluation findings and consultation with the C&I Work Group (100% realization rate and 50% net-to-gross ratio)
16	Energy Audit	<ul style="list-style-type: none"> * The evaluation is ongoing. The sample size for 2011 was too small to draw reliable conclusions.

17	Commercial Demand Response (part of the Residential program schedule)	* See residential demand response (#7)
19	Demand Response 3 (part of the Industrial program schedule)	* See Demand Response 3 (#20)
Industrial Program		
20	Process & System Upgrades	* Initiative was not evaluated in 2011, no completed projects in 2011
21	Monitoring & Targeting	* Initiative was not evaluated in 2011, no completed projects in 2011
22	Energy Manager	* Initiative was not evaluated in 2011, no completed projects in 2011
23	Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	* See Efficiency: Equipment Replacement (#9)
25	Demand Response 3	<ul style="list-style-type: none"> * Program performance for Tier 1 customers increased with DR-3 participants providing 75% of contracted MW for both sectors * Industrial customers outperform commercial customers by provide 84% and 76% of contracted MW, respectively * Program continues to diversify but still remains heavily concentrated with less than 5% of the contributors accounting for the majority (~60%) of the load reductions. * By increasing the number of contributors in each settlement account and implementation of the new baseline methodology the performance of the program is expected to increase
Home Assistance Program		
26	Home Assistance Program	<ul style="list-style-type: none"> * Initiative was not evaluated in 2011 due to low uptake * Business Case assumptions were used to calculate savings
Pre-2011 Programs completed in 2011		
27	Electricity Retrofit Incentive Program	* Initiative was not evaluated

		<p>Net-to-Gross ratios used are consistent with the 2010 evaluation findings * (multifamily buildings 99% realization rate and 62% net-to-gross ratio and C&I buildings 77% realization rate and 52% net-to-gross ratio)</p>
28	High Performance New Construction	<p>* Initiative was not evaluated * Net-to-Gross ratios used are consistent with the 2010 evaluation findings (realization rate of 100% and net-to-gross ratio of 50%)</p>
29	Toronto Comprehensive	<p>* Initiative was not evaluated * Net-to-Gross ratios used are consistent with the 2010 evaluation findings</p>
30	Multifamily Energy Efficiency Rebates	<p>* Initiative was not evaluated * Net-to-Gross ratios used are consistent with the 2010 evaluation findings</p>
31	Data Centre Incentive Program	<p>* Initiative was not evaluated</p>
32	EnWin Green Suites	<p>* Initiative was not evaluated</p>

2.5.2 EVALUATION RESULTS

The evaluation results for NT Power, below, were provided by the OPA.

Table 4: Evaluation Results

#	Initiative	NTG	Gross Savings		Net Savings		Contribution to Targets	
			Incremental Peak Demand Savings (kW)	Incremental Energy Savings (kWh)	Incremental Peak Demand Savings (kW)	Incremental Energy Savings (kWh)	Program-to-Date: Net Annual Peak Demand Savings (kW) in 2014	Program-to-Date: 2011-2014 Net Cumulative Energy Savings (kWh)
Consumer Program								
1	Appliance Retirement		47	332693	22	157912	21	630939
2	Appliance Exchange		2	2313	1	1192	0	3952
3	HVAC Incentives		426	787065	256	470202	256	1880808
4	Conservation Instant Coupon Booklet		7	112256	8	123657	8	494630
5	Bi-Annual Retailer Event		10	177711	11	194149	11	776596
6	Retailer Co-op		0	0	0	0	0	0
7	Residential Demand Response		0	0	0	0	0	0
10	New Construction Program		0	0	0	0	0	0
Business Program								
11	Efficiency: Equipment Replacement		383	2185619	283	1660494	283	6641978
12	Direct Installed Lighting		139	443669	149	411964	118	1519296
14	Existing Building Commissioning Incentive		0	0	0	0	0	0
15	New Construction and Major Renovation Incentive		0	0	0	0	0	0
16	Energy Audit		0	0	0	0	0	0
17	Commercial Demand Response (part of the Residential program schedule)		0	0	0	0	0	0
19	Demand Response 3 (part of the Industrial program schedule)		134	3968	101	3968	0	3968
Industrial Program								
20	Process & System Upgrades		0	0	0	0	0	0

21	Monitoring & Targeting		0	0	0	0	0	0
22	Energy Manager		0	0	0	0	0	0
23	Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)		18	101946	13	77896	13	311584
25	Demand Response 3		0	0	0	0	0	0
Home Assistance Program								
26	Home Assistance Program		0	0	0	0	0	0
Pre-2011 Programs completed in 2011								
27	Electricity Retrofit Incentive Program		151	875989	78	455514	78	1822057
28	High Performance New Construction		59	302630	29	151315	29	605259
29	Toronto Comprehensive		0	0	0	0	0	0
30	Multifamily Energy Efficiency Rebates		0	0	0	0	0	0
31	Data Centre Incentive Program		0	0	0	0	0	0
32	EnWin Green Suites		0	0	0	0	0	0

Table 5: Summarized Program Results

Program	Gross Savings		Net Savings		Contribution to Targets	
	Incremental Peak Demand Savings (kW)	Incremental Energy Savings (kWh)	Incremental Peak Demand Savings (kW)	Incremental Energy Savings (kWh)	Program-to-Date: Net Annual Peak Demand Savings (kW) in 2014	Program-to-Date: 2011-2014 Net Cumulative Energy Savings (kWh)
Residential Program Total	492	1412037	298	947112	296	3786924
Commercial & Institutional Program Total	656	2633256	533	2076427	401	8165242
Industrial Program Total	18	101946	13	77896	13	311584
Home Assistance Program Total	0.0	0.0	0.0	0.0	0.0	0.0
Pre-2011 Programs completed in 2011 Total	210	1178619	108	606829	108	2427316
Total OPA Contracted Province-Wide CDM Programs	1375	5325857	952	3708263	819	14691066

2.6 Additional Comments

The results from 2011 reflect the initial year of the four year CDM Strategy. In many cases, Initiatives were in “start-up” mode as NT Power and the OPA finalized Program details and Schedules. Additional time was required to procure services (RFP process as per Master Agreement), and resources before NT Power could market the Initiatives to our customers. Looking forward to 2012, there appears to be traction across some of the more popular Initiatives. There are a number of initiatives that have been around for several years and are now experiencing market saturation.

3 Combined CDM Reporting Elements

3.1 Progress Towards CDM Targets

3.1.1

The tables below illustrate that NT Power is progressing on schedule to meeting the GWh target, and only 2.98% variance below the MW target up to the end of 2011.

Table 6: Net Peak Demand Savings at the End User Level (MW)

Implementation Period	Annual (MW)			
	2011	2012	2013	2014
2011 – Verified	0.95	0.85	0.84	0.82
2012				
2013				
2014				
Verified Net Annual Peak Demand Savings in 2014:				0.82
NT Power 2014 Annual CDM Capacity Target:				8.76
Verified Portion of Peak Demand Savings Target Achieved: (.82/8.76)				9.35%
NT Power Strategy, Milestone submitted for 2011: (1.08/8.76)				12.33%
Variance				- 2.98%

CDM Strategy Milestones (expanded from what was in CDM Strategy):

Implementation Period	Milestones in CDM Strategy Annual (MW)				(MW)
	2011	2012	2013	2014	2011-2014
2011	1.32	1.14	1.10	1.08	1.08
2012		1.50	1.29	1.22	1.22
2013			1.60	1.43	1.43
2014				2.17	2.17
NT Power Strategy, Milestone submitted Peak Demand Savings 2011-2014:					5.90

Table 7: Net Energy Savings at the End-User Level (GWh)

Implementation Period	Annual (GWh)				Cumulative (GWh)
	2011	2012	2013	2014	2011-2014
2011 - Verified	3.71	3.70	3.66	3.62	14.69
2012					
2013					
2014					
Verified Net Cumulative Energy Savings 2011-2014:					14.69
NT Power 2011-2014 Cumulative CDM Energy Target:					33.05
Verified Portion of Cumulative Energy Target Achieved: (14.69/33.05)					44.45%
NT Power Strategy, Milestone submitted for 2011: (14.603/33.05)					44.18%
Variance					+ 0.27%

CDM Strategy Milestones (expanded from what was in CDM Strategy):

Implementation Period	Milestones in CDM Strategy Annual (GWh)				Cumulative (GWh)
	2011	2012	2013	2014	2011-2014
2011	4.095	3.988	3.497	3.023	14.603
2012		4.031	4.030	4.030	12.091
2013			3.587	3.587	7.174
2014				3.569	3.569
NT Power Strategy, Milestone submitted Energy Savings 2011-2014:					37.437

3.2 CDM Strategy Modifications

Based on the results of 2011 NT Power has no plans to modify the originally submitted CDM Strategy.