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# **Ottawa River Power Corporation**

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**Conservation and Demand Management**

## **2011 Annual Report**

**Submitted to:**

**Ontario Energy Board**

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## Executive Summary

Ottawa River Power Corporation's final 2011 progress to targets is as follows:

- Net Annual Peak Demand Savings (MW) 13.5% of Target Achieved
- Net Cumulative Energy Savings (GWh) 34.4% of Target Achieved

In the LDC community, Ottawa River Power Corporation remains closer to the mean average in terms of energy and demand targets.

Results from the Direct Install Program delivery remain on target as initially proposed to the OPA in our strategic plan. With the launch of the peaksaverPLUS program in January 2013, results will primarily contribute to our demand target, as well as spillover contributing to the energy target. The recent launch of the Home Assistance Program will also contribute to energy savings.

The Direct Install Program, Home Assistance Program and peaksaverPLUS Program have been contracted out to third party delivery agents. The particular agents have thorough knowledge and experience with the programs, as they are delivery agents for other LDCs as well.

A service level agreement is also in place between Ottawa River Power Corporation and ICF Marbek, a top energy consulting firm and leader in energy management solutions. ICF Marbek was consulted for large projects and potential energy audits.

Considering the demographics of Ottawa River Power Corporation's service area(s), there has been considerable attention placed on the delivery of the Direct Install, Retrofit and High Performance New Construction programs. As indicated in an earlier paragraph, considerable concentration will also be placed on the peaksaverPLUS and Home Assistance programs.

## 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 Ottawa Rive Power Corporation to require Ottawa River Power Corporation, as a condition of its licence, to achieve 8.970 GWh of energy savings and 1.610 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 licenses. To comply with the Code requirements, Ottawa River Power Corporation submitted its CDM Strategy on November 1, 2010 which provided a high level of description of how Ottawa River Power Corporation 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 license, deliver Board-Approved CDM Programs, OPA-Contracted Province-Wide CDM Programs, or a combination of the two”.

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 Ottawa River Power Corporation’s service area.

## 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. Ottawa River Power Corporation 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 Ottawa River Power Corporation is not able to provide any verified savings related to Ottawa River Power Corporation’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 incent 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:

<b>RPP TOU</b>	<b>Rates (cents/kWh)</b>		
	<b>On Peak</b>	<b>Mid Peak</b>	<b>Off Peak</b>
<b>Effective Date</b>			
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:**

Ottawa River Power Corporation began transitioning its RPP customers to TOU billing April 2012. At December 31<sup>st</sup>, 2011, no RPP customers were on TOU billing.

### **1.3 Ottawa River Power Corporation’s Application with the OEB**

With the exception of the OEB deeming the implementation of TOU pricing as a Board-Approved CDM program for the purposes of achieving Ottawa River Power Corporation’s target, the utility did not deliver any Board-Approved CDM programs in the reporting year of January 1, 2011 to December 31, 2011.

## 2 OPA-Contracted Province-Wide CDM Programs

### 2.1 Introduction

Effective February 15-23, 2011, Ottawa River Power Corporation entered into an agreement with the OPA to deliver CDM programs extending from January 1, 2011 to December 31, 2014, which are listed below. In addition, results will be reported from projects started pre 2011 which completed in 2011:

Initiative	Schedule	Date schedule posted	Customer Class
<b>Residential Program</b>			
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
<del>Retailer Co-op</del>		<del>Jan 26 2011</del>	<del>All residential rate classes</del>
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
<b>Commercial &amp; Institutional Program</b>			
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

<b>Industrial Program</b>			
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
<b>Home Assistance Program</b>			
Home Assistance Program	Schedule E-1	May 9, 2011	All residential rate classes
<b>Pre-2011 Programs completed in 2011</b>			
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

<b>Initiative Not in Market in 2011</b>	<b>Objective</b>	<b>Status</b>
<b>Residential Program</b>		
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
<b>Commercial &amp; Institutional Program</b>		
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
<b>Industrial Program</b>		
Demand Response 1	As above	No customer uptake for this initiative

The Master CDM Program Agreement includes a program change management provisions in Article 3. Collaboration between the OPA and the Local Distribution Companies (LDCs) commenced in 2011 as the change management process was implemented to enhance the saveONenergy program suite. The change management process allows for modifications to the Master Service Agreement and initiative Schedules. The program enhancements give LDCs additional tools and greater flexibility to deliver programs in a way that meets the needs of customers and further drives participation in the initiatives.

## 2.2 Program Descriptions

### 2.2.1 RESIDENTIAL PROGRAM

#### 2.2.1.1 APPLIANCE RETIREMENT INITIATIVE (Exhibit D)

**Target Customer Type(s):** Residential Customers

**Initiative Frequency:** Year round

**Objectives:** Achieve energy and demand savings by permanently decommissioning certain 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 will 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](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/Progress:** Ads were placed in local community newspapers. Coordination was implemented with the Ottawa Valley Waste Recovery Centre for a link on their website, linking interested customers to the Appliance Retirement. A large window banner was created and displayed in the customer service area(s) of the Pembroke and Almonte offices. Banner advertises all residential programs, including Appliance Retirement. Customer inquiries to the ORPC office were handled, either directing the customer to the website to arrange for pick up or, if computer registration was not convenient for said customer, information was taken from the customer and CDM Manager registered for pick up on behalf of the customer. Staff presentations were conducted, informing staff of various programs.

**In Market Date:** Since the inception of The Great Refrigerator Round-Up in 2007, Ottawa River Power Corporation continued to deliver the program in 2011.

**Lessons Learned:**

- The Appliance Retirement Initiative (previously The Great Refrigerator Round-Up) has been offered by LDCs since 2007. This initiative is approaching market saturation.
- While the OPA and the LDCs have reviewed this initiative to assess whether to include other products, appliances have a natural life cycle and the initiative cannot be expected to continually deliver the high level of results in perpetuity. These lower expectations have been taken into account when developing conservation portfolios.
- This initiative now faces some competition from independent retailers and municipalities.
- Results are 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](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/Progress:** Events were held at both the Sears and Canadian Tire store in Pembroke (May and June 2011). Advertising for these events were placed in the local community newspapers. It should be noted that, due to the geographical service area, many appliances brought in for exchange were from customers living in Hydro One service areas. At the Sears store location, the promoted appliance was a dehumidifier, while the promoted appliance at the Canadian Tire store was a window air conditioner. Staff presentations were conducted, informing staff of various programs.

**In Market Date:** This initiative was offered to the Ottawa River Power service area immediately after registration in February 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, therefore savings budgeted by the LDCs did not materialize.
- Evaluation, Measurement, and Verification (EMV) results indicated that the value of savings for retired room AC has dropped.
- The initiative may be achieving market saturation.
- The type of unit turned in is very dependent upon what is promoted by the retailers.

### 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](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/Progress:**

**In Market Date:** February 2011

Letters were mailed to local contractors, promoting the HVAC program for interested customers. Program was advertised on window banner displayed in ORPC offices. Attended the local fair in July and promoted HVAC incentives. Customers who inquired about the program were assisted and advised of local participating contractors. Customers were also advised of energy efficiency rating criteria to be eligible for incentive(s). Staff presentations were conducted, informing staff of various programs.

**Lessons Learned:**

- Channel engagement is a highly effective method of connecting with customers; however channel partners require timeliness of the Rebate process to maintain a positive relationship between consumers, contractors, the OPA, and the participating LDC.
- There appears to be spillover from non-HRAI contractors who are ineligible for this initiative. There are cases where smaller independent contractors are offering their own incentives (by discounting their installations to match value of the OPA incentive) to make the sale. As this occurs outside of the initiative, these installations not being attributed to any LDC.

#### 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. Booklets were directly mailed to customers and were also available at point-of-purchase. Downloadable coupons were also available at [www.saveONenergy.ca](http://www.saveONenergy.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](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/Progress:** Coupons were available for ORPC customers at the front reception desk, as well as a poster, advertising the coupons available. Coupons were also made available at the local public library. Staff presentations were conducted, informing staff of various programs.

**In Market Date:** Spring 2011 Provincial Wide Program

**Lessons Learned:**

- The downloadable coupons proved to be more successful than the mailed out booklets.
- This Initiative may benefit from an enabler such as a Conservation Card / Loyalty Card to increase customer participation.
- The timeframe for retailer submission of redeemed coupons vary from retailer to retailer. This delays the results reporting, which in turn limits the OPA and LDC abilities to react and respond to initiative performance or changes in consumer behaviour.

#### 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, and to post and honour related coupons. LDCs also refer retailers to the OPA.

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](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/Progress:** In the ORPC service area, the coupons were offered by Canadian Tire (Pembroke), Home Hardware (two locations in Pembroke and one location in Almonte), and Home Depot (Pembroke). Staff presentations were conducted, informing staff of various programs.

**In Market Date:** Spring and Fall 2011

**Lessons Learned:**

- The Product list has changed very little over the past four years.
- Program evolution, including new products (for example, LED lighting) and review of incentive pricing for the coupon initiatives, must be a regular activity to ensure continued consumer interest.
- A review conducted by the Residential Working Group in Q4 2011 identified three areas of need for initiative evolution: 1) introduction of product focused marketing; 2) enhanced product selection and 3) improved training for retailers.

#### 2.2.1.6 RETAILER CO-OP

**Target Customer Type(s):** Residential Customers

**Initiative Frequency:** Year Round

**Objective:** Hold promotional events to encourage customers to purchase energy efficiency measures (and go above-and-beyond the traditional Bi-Annual Coupon Events).

**Description:** The Retailer Co-op Initiative provides LDCs with the opportunity to work with retailers in their service area by holding special events at retail locations. These events are typically special promotions that encourage customers to purchase energy efficiency measures (and go above-and-beyond the traditional Bi-Annual Coupon Events).

**Targeted End Uses:**

**Delivery:** Retailers apply to the OPA for co-op funding to run special promotions that promote energy efficiency to customers in their stores. LDCs can refer retailers to the OPA. The OPA provides each LDC with a list of retailers who have qualified for Co-Op Funding as well as details of the proposed special events.

**Initiative Activities/Progress:** N/A

**In Market Date:** N/A

**Lessons Learned:**

- The availability of retailer and/or LDC staff with product knowledge and the ability to conduct demonstration in store during the events would be an asset. This could be a valuable role for LDCs.

### 2.2.1.7 NEW CONSTRUCTION PROGRAM (Schedule B-2)

**Target Customer Type(s):** Residential Customers

**Initiative Frequency:** Year round

**Objective:** The objective of this initiative is to provide incentives to participants for the purpose of promoting the construction of energy efficient residential homes in the Province of Ontario.

**Description:** This is an energy efficiency Initiative that provides incentives to homebuilders for constructing new homes that are efficient, smart, and integrated (applicable to new single family dwellings). Incentives are provided in two key categories as follows:

- Incentives for homebuilders who install electricity efficiency measures as determined by a prescriptive list or via a custom option.
- Incentives for homebuilders who meet or exceed aggressive efficiency standards using the EnerGuide performance rating system.

**Targeted End Uses:** all off switch, ECM motors, ENERGY STAR qualified central a/c, lighting control products, lighting fixtures, Energuide 83 whole home, Energuide 85 whole homes

**Delivery:** Local engagement of builders will be the responsibility of the LDC and will be supported by OPA air coverage driving builders to their LDC for additional information.

Additional detail is available:

- Schedule B-1, Exhibit  
[http://www.powerauthority.on.ca/sites/default/files/new\\_files/industry\\_stakeholders/current\\_electricity\\_contracts/pdfs/Schedule%20B-2%20New%20Construction%20Program.pdf](http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20B-2%20New%20Construction%20Program.pdf) and
- SaveONenergy website <https://saveonenergy.ca/Consumer.aspx>

**Initiative Activities/Progress:** Direct mail was conducted to local contractors, informing them of the various initiatives involved in the residential New Construction Program. Staff presentations were conducted, informing staff of various programs.

**In Market Date:** Spring 2011

**Lessons Learned:**

- There were limited (5) participants in the program. Because the online application system is a one to one relationship, this program was only practical for custom builders who were building one home at a time. Tract builders who might build 250 homes in a single phase would have to submit 250 applications to qualify for incentives. This administrative challenge has deterred all tract builders from participating in the program to date.
- Administrative requirements must align with perceived stakeholder payback. Changes are being processed through change management for 2012.

#### 2.2.1.8 RESIDENTIAL DEMAND RESPONSE PROGRAM (Schedule B-3)

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

**Initiative Frequency:** Year round

**Objective:** The objectives of this Initiative are to enhance the reliability of the IESO-controlled grid by accessing and aggregating specified residential and small commercial end uses for the purpose of load reduction, increasing consumer awareness of the importance of reducing summer demand and providing consumers their current electricity consumption and associated costs.

**Description:** In *peaksaver*PLUS™ participants are eligible to receive a free programmable thermostat or switch, including installation. Participants also receive access to price and real-time consumption information on an In Home Display (IHD). LDCs were given the choice to continue to offer the standard load control program (programmable thermostat or switch with a \$25 bill credit) for the first 8 months of 2011 (referred to as *peaksaver*®Extension). After August 2011, the Extension ended and the program (including marketing) ceased until new IHD product were available.

**Targeted End Uses:** central air conditioning, water heaters and pool pumps

**Delivery:** LDC's recruit customers and procure technology

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/SCHED\\_2011\\_ResDR\\_B\\_3\\_110727%28MJB%29v15\\_redacted.pdf](http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/SCHED_2011_ResDR_B_3_110727%28MJB%29v15_redacted.pdf) and
- SaveONenergy website <https://saveonenergy.ca/Consumer.aspx>

**Initiative Activities/Progress: A third party delivery agent and procurement of the IHDs has just been finalized (September 2012). Peaksaver program was not conducted in ORPC service area prior to 2011. Staff presentations were conducted, informing staff of various programs.**

**In Market Date: January 2013**

**Lessons Learned:**

- The schedule for Peaksaver Plus was posted in August 2011, but this did not provide adequate time for product procurement for 2011, and part of 2012. The product procurement process uncovered that the In Home Display units that communicate with installed smart meter technology were still in development and not ready for market deployment. Consequently, LDCs could not be in market with the Peaksaver Plus program until 2012.
- Introduction of new technology requires incentives for the development of such technology. Appropriate lead times for LDC analysis and assessment, product procurement, and testing and integration into the Smart Meter environment are also required. Making seemingly minor changes to provincial technical specifications can create significant issues when all LDCs attempt to implement the solution in their individual environments.
- Where a provincial solution is not available to all participants, attention to addressing specific LDC concerns is needed.

## 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](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/Progress:** Direct mail was conducted to all eligible customers. Sell sheets were provided to local electrical supply store. Staff presentations were conducted, informing staff of various programs. Customer inquiries were answered as well as assistance provided to register for ERII programs online.

**In Market Date:** Spring 2011

**Lessons Learned:**

- ERII (previously Equipment Replacement Incentive Program – ERIP) has been offered by LDCs for many years. It is a high performing, cost-effective program, and there were many pre-2011 projects completing in 2011 (via ERIP).
- A major challenge for the ERII program in 2011 was payment delays. The centralized electronic processes were not ready as required by the Master Agreement. The lack of having these automated processes, exasperated by a greater than expected volume of pre-2011 projects completing in 2011, caused considerable payment delays. Based on the lessons learned in the 2011 process, the centralized process review used for 2012 project payment has been streamlined.
- In March 2011, the revised iCON system was launched by the OPA. This is the major online application system implemented to aid the 2011-2014 ERII application process. With system applications of this size and functionality, it was expected that there would be various issues identified at the time of the release, and on-going, to prove that the system was "ready for market." Unfortunately, the resolution of these issues, with the corresponding time lags and workarounds, was seen to be a barrier to some customer participation in the 2011 program year. In addition, there were also on-going issues and limitations with the back-end CRM system that affected LDCs ability to effectively review and approve applications. Some LDCs (and their third party service providers) have developed parallel systems to monitor their applications.

### 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:**

**Delivery:** Participants can enroll directly with the LDC, or would be contacted by the LDC/LDC-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/Progress:** Agreement was signed on March 10, 2011 with Burman Energy Consulting Group to deliver Direct Install Program. Letters were mailed to eligible <50 customers. Contractor information session took place. All customer inquiries were referred to Burman Energy.

**In Market Date:** March 2011

**CDM Strategy indicated Target Demand of 30 kW and Target Energy of 938 MW-hr. Final 2011 results indicate 75 kW of demand and 1,028 MW-hr of energy.**

**Lessons Learned:**

- The Direct Installed Lighting Initiative is a continuation of the Power Saving Blitz Initiative offered by LDCs from 2008-2010. Successful execution of the previous rendition of this Initiative has resulted in diminished potential for the 2011-2014 Initiative in some LDC territories.
- The inclusion of a standard incentive for additional measures increased project size and drove higher energy and demand savings results.
- The cost of materials has experienced price volatility, reducing the margins of the electrical contractors and has led to a reduction in vendor channel participation in some regions.
- Due to backlogs in the payment system, participant incentive payment from the OPA to the LDC, and therefore to the customer, was commonly delayed.
- To address these issues, the LDCs have been working with the OPA through Change Management to address:
  - extending the target initiative population to include small agricultural customers;
  - increasing the incentive envelope of \$1,000 to \$1,500 to ensure ongoing marketability of the program; and
  - reviewing the eligible measure price list to support contractor participation.

### 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](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/Progress:** No activity to report with this program.

**In Market Date:** Registered February 2011

**Lessons Learned:**

- There was no customer uptake for this Initiative. It is suspected that the scope of the Initiative being limited to space cooling contributed to the lack of participation. Accordingly chilled water systems used for other purposes should be made eligible and considered through Change Management .
- The customer expectation is that the program be expanded to include broader building improvements for a more holistic approach to building recommissioning.

#### 2.2.2.4 NEW CONSTRUCTION AND MAJOR RENOVATION INITIATIVE (HPNC) (Schedule C-4)

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

**Initiative Frequency:** Year round

**Objective:** The objective of this Initiative is to encourage builders of commercial, institutional, and industrial buildings (including multi-family buildings and agricultural facilities) to reduce electricity demand and/or consumption by designing and building new buildings with more energy-efficient equipment and systems for lighting, space cooling, ventilation and other Measures.

**Description:** The New Construction initiative provides incentives for new buildings to exceed existing codes and standards for energy efficiency. The initiative uses both a prescriptive and custom approach.

**Targeted End Uses:** Building modeling, lighting, space cooling, ventilation and other Measures

**Delivery:** LDC delivers to customers and design decision makers.

Additional detail is available:

- Schedule C-4  
<http://www.powerauthority.on.ca/sites/default/files/page/ScheduleC-4NewConstructionInitiativeV2.pdf> and
- Saveonenergy website <https://saveonenergy.ca/Business/Program-Overviews/New-Construction.aspx>

**Initiative Activities/Progress:** Local contractors were sent, by direct mail, letters which outlined the New Construction program.

**In Market Date:** February 14, 2012

**Lessons Learned:**

- This is a continuation of the High Performance New Construction program previously delivered by Enbridge Gas under contract with the OPA (and subcontracted to Union Gas), which ran until December 2010.
- For 2011, new industry participation was limited due to the delays in redesign of certain aspects of the Initiative such as:
  - 2011 prescriptive incentives needed to be aligned with ERII incentives
  - In the cases of delivering large projects (i.e. custom applications), 2011 participation was limited due to 1) building code changes and 2) level of documentation required.

### 2.2.2.5 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](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/Progress:** Meetings were held with various facilities in the community, discussing ways and means of specific facilities saving energy. Energy audit funding was offered at each discussion group. Various facilities included community arenas, small industrial and the regional hospital and its respective services.

**In Market Date:** February 23, 2011

**Lessons Learned:**

- Customer uptake in the beginning of 2011 was slow, and increased later in the year [DRAFT-subject to confirmation]. Hence, little if any savings were realized in 2011, but projects are expected for 2012.
- Customers expect a greater connection with other CDM Initiatives as a result of completing the Energy Audit. The Initiative should be reviewed under Change Management for the means to readily incent Participants with Audits in hand to implement other electricity savings Initiatives.

## 2.2.3 INDUSTRIAL PROGRAM

### 2.2.3.1 PROCESS& SYSTEMS UPGRADES INITIATIVE (PSUI) (Schedule D-1)

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

**Initiative Frequency:** Year round

**Objectives:** The objectives of this Initiative are to:

- Offer distribution customers capital incentives and enabling initiatives to assist with the implementation of large projects and project portfolios;
- Implement system optimization project in systems which are intrinsically complex and capital intensive; and
- Increase the capability of distribution customers to implement energy management and system optimization projects.

**Description:** PSUI is an energy management Initiative that includes three Initiatives: (preliminary engineering study, detailed engineering study, and project incentive Initiative). The incentives are available to large distribution connected customers with projects or portfolio projects that are expected to generate at least 350 MWh of annualized electricity savings or, in the case of Micro-Projects, 100 MWh of annualized electricity savings. The capital incentive for this Initiative is the lowest of:

- a) \$200/MWh of annualized electricity savings
- b) 70% of projects costs
- c) A one year payback

**Targeted End Uses:** Process and systems

**Delivery:** LDC delivered.

Additional detail is available:

- Schedule D-1  
[http://www.powerauthority.on.ca/sites/default/files/new\\_files/industry\\_stakeholders/current\\_electricity\\_contracts/pdfs/Schedule%20D-1%20Process%20and%20Systems%20Upgrades%20Initiative.pdf](http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20D-1%20Process%20and%20Systems%20Upgrades%20Initiative.pdf) and
- SaveONenergy website <https://saveonenergy.ca/Business.aspx>

**Initiative Activities/Progress:** Meeting was held with small industry in Pembroke. As indicated in CDM Strategy submitted November 1, 2010, ORPC service area does not have large users over 5MW. Initiatives discussed pertaining to energy savings were inadvertently directed to the ERII program.

**In Market Date:** February 2011

**Lessons Learned:**

- The PSUI program targets large customers that are undertaking large capital projects. There is typically a long sales cycle to sell these projects, and then a long project development cycle. As such, results from PSUI did not appear in 2011. Limited results are expected to appear in 2012. The majority of the results are expected in 2013-2014, with a much reduced benefit to cumulative energy savings targets.
- Steps are being taken in the 2012 change management process to simplify and streamline the micro-project application process and to allow smaller projects to be directed to the ERII stream.
- Given the size of the projects involved, the contract required for PSUI is a lengthy and complicated document. Attempts are being made through change management in 2012 to simplify the document while still protecting the ratepayer.
- With the considerable customer interest in on-site Load Displacement projects, the Initiative should be reviewed to ensure that these projects may be accepted as part of the PSUI Initiative.

### 2.2.3.2 MONITORING & TARGETING INITIATIVE (Schedule D-2)

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

**Initiative Frequency:** Year round

**Objective:** This Initiative offers access to funding for the installation of Monitoring and Targeting systems in order to deliver a minimum savings target at the end of 24 months and sustain for the term of the M&T Agreement.

**Description:** This Initiative offers customers funding for the installation of a Monitoring and Targeting system to help them understand how their energy consumption might be reduced. A facility energy manager, who regularly oversees energy usage, will now be able to use historical energy consumption performance to analyze and set targets.

**Targeted End Uses:**

**Delivery:** LDC delivered.

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OTTAWA RIVER POWER CORPORATION - 2011 CDM Annual Report

Additional detail is available:

- Schedule D-2  
[http://www.powerauthority.on.ca/sites/default/files/new\\_files/industry\\_stakeholders/current\\_electricity\\_contracts/pdfs/Schedule%20D-2%20Monitoring%20and%20Targeting%20Initiative.pdf](http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20D-2%20Monitoring%20and%20Targeting%20Initiative.pdf)  
and
- Saveonenergy website <https://saveonenergy.ca/Business.aspx>

**Initiative Activities/Progress:** No activity to report with this program. As indicated in CDM Strategy submitted November 1, 2010, ORPC service area does not have large users over 5MW.

**In Market Date:** February 2011

**Lessons Learned:**

- The M&T initiative was originally targeted at larger customers with the capacity to review the M&T data. This review requires the customer facility to employ an Energy Manager, or a person with equivalent qualifications, which has been a barrier for some customers. Through the change management process in 2012, changes are being made to both the M&T schedule and ERII to allow smaller facilities to employ M&T systems.

### 2.2.3.3 ENERGY MANAGER INITIATIVE (Schedule D-3)

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

**Initiative Frequency:** Year round

**Objective:** The objective of this initiative is to provide customers and LDCs the opportunity to access funding for the engagement of energy managers in order to deliver a minimum annual savings target.

**Description:** This initiative provides customers the opportunity to access funding to engage an on-site, full time embedded energy manager, or an off-site roving energy manager who is engaged by the LDC. The role of the energy manager is to take control of the facility's energy use by monitoring performance, leading awareness programs, and identifying opportunities for energy consumption improvement, and spearheading projects. Participants are funded 80% of the embedded energy manager's salary up to \$100,000 plus 80% of the energy manager's actual reasonable expenses incurred up to \$8,000 per year. Each embedded energy manager has a target of 300 kW/year of energy savings from one or more facilities. LDCs receive funding of up to \$120,000 for a Roving Energy Manager plus \$8,000 for expenses.

**Targeted End Uses:**

**Delivery:** LDC delivered.

Additional detail is available:

- Schedule D-3  
[http://www.powerauthority.on.ca/sites/default/files/new\\_files/industry\\_stakeholders/current\\_electricity\\_contracts/pdfs/Schedule%20D-3%20Energy%20Manager%20Initiative%202011-2014.pdf](http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricity_contracts/pdfs/Schedule%20D-3%20Energy%20Manager%20Initiative%202011-2014.pdf) and
- Saveonenergy website <https://saveonenergy.ca/Business.aspx>

**Initiative Activities/Progress: No activity to report with this program.**

**In Market Date: February 2011**

**Lessons Learned:**

- The energy managers have proven to be a popular resource.
- At the beginning, it took longer than expected to set up the energy manager application process.
- Some LDCs are reporting difficulties in hiring capable Roving Energy Managers (REM).
- LDCs that are too small to qualify for their own REM, are teaming up with other utilities to hire an REM.

#### 2.2.3.4 KEY ACCOUNT MANAGER (KAM) (Schedule D-4)

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

**Initiative Frequency:** Year round

**Objective:** This initiative offers LDCs the opportunity to access funding for the employment of a KAM in order to support them in fulfilling their obligations related to the PSUI. The KAM is considered to be a key element in assisting the consumer in overcoming traditional barriers related to energy management and help them achieve savings since the KAM can build relationships and become a significant resource of knowledge to the customer.

**Description:**

**Targeted End Uses:**

**Delivery:**

Additional detail is available:

- Scheduled-4  
[http://www.powerauthority.on.ca/sites/default/files/new\\_files/industry\\_stakeholders/projects\\_programs/pdfs/PSUI%20Initiative%20Schedule%20D-4.Key%20Account%20Manager.20110322.pdf](http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/projects_programs/pdfs/PSUI%20Initiative%20Schedule%20D-4.Key%20Account%20Manager.20110322.pdf)

**Initiative Activities/Progress: No program activity to report.**

**In Market Date: February 2011**

**Lessons Learned:**

- Customers appreciate dealing with a single contact to interface with an LDC, a resource that has both the technical and business background who can communicate easily with the customer and the LDC. Finding this type of skill set has been difficult resulting in longer lead times to acquire the right resource.

#### 2.2.3.5 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, 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\\_electricty\\_contracts/pdfs/Schedule%20D-6%20Demand%20Response%203%202011-2014.pdf](http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricty_contracts/pdfs/Schedule%20D-6%20Demand%20Response%203%202011-2014.pdf)  
and
- Saveonenergy website <https://saveonenergy.ca/Business.aspx>

**Initiative Activities/Progress:** Of the limited industry in ORPC service area, one customer participates in DR3; however, the agreement was in place prior to the 2011-2014 OPA programs. No program activity to report.

**In Market Date:** February 2011

**Lessons Learned:**

- Customer data is not provided by the OPA on an individual customer basis due to contractual requirements with the aggregators. This limits LDCs' ability to effectively market to prospective participants. LDCs are now approaching the Aggregators individually and working to develop agreements in order to identify potential customers of this initiative.

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

**Target Customer Type(s):** Income Qualified Residential Customers

**Initiative Frequency:** Year Round

**Objective:** The objective of this Initiative is to offer free installation of energy efficiency measures to income qualified households for the purpose of achieving electricity and peak demand savings.

**Description:** This is a turnkey Initiative for income qualified customers. It offers residents the opportunity to take advantage of free installation of energy efficient measures that improve the comfort of their home, increase efficiency, and help them save money. All eligible customers receive a Basic and Extended Measures Audit, while customers with electric heat also receive a Weatherization Audit. The Initiative is designed to coordinate efforts with gas utilities.

**Targeted End Uses:** End uses based on results of audit

**Delivery:** LDC delivered.

Additional detail is available:

- Schedule E  
<http://www.powerauthority.on.ca/sites/default/files/page/Low%20Income%20Schedule%20-%20redacted%20version.pdf>

**Initiative Activities/Progress:** No activity in 2011 due to late program launch. (However, in 2012, Service Level Agreement is in place between Ottawa River Power Corporation and Envirocentre (Ottawa)). Envirocentre has extensive experience with the weatherization program promoted by Enbridge Gas. Marketing strategies have been discussed between ORPC and Envirocentre, and program launch has commenced.)

**In Market Date:** March 5, 2012

**Lessons Learned:**

- Difficulty identifying eligible customers.
- This Initiative Schedule was finalized later (May 2011) than the rest of the OPA Initiatives and in 2011 only 2 LDCs were in market.
- Centralized payment processes were not developed in 2011, but were in place mid-2012. This resulted in some LDCs delaying their launch to market, or for some pulling out of the market until the payment processes were completed.
- The financial scope, complexity, and customer privacy requirements of this Initiative resulted in a lengthy procurement process. Some LDCs must adhere to very transparent procurement processes which meant that delivery of the program did not start 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:**

**Description:** Refer to section 2.2.2.1

**Targeted End Uses:**

**Delivery:**

Additional detail is available:

**Initiative Activities/Progress:** Eligible customers were contacted, through direct mail, advertising incentives involved. Meetings were held with small industry, regional hospital and various city departments in respective service areas. Local contractors and electrical supply stores were provided with sell sheets, outlining the program. Customer inquiries regarding the Direct Install program were referred to ERII incentives, if applicable.

**In Market Date:** February 2011

**Lesson Learned:**

#### 2.2.5.2 HIGH PERFORMANCE NEW CONSTRUCTION

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

**Initiative Frequency:** Year round

**Objective:**

**Description:** Refer to section 2.2.2.5

**Targeted End Uses:**

**Delivery:**

Additional detail is available:

- 

**Initiative Activities/Progress:** Local contractors were sent, by direct mail, letters which outlined the New Construction program. Customers visited the ORPC offices and were provided with appropriate instruction sheets and assistance with the application process, if necessary.

**In Market Date:** February 2011

**Lesson Learned:**

#### 2.2.5.3 TORONTO COMPREHENSIVE INITIATIVE

**Target Customer Type(s):** Commercial and Institutional Customers

**Initiative Frequency:** Year round

**Objective:**

**Description:** This Initiative is specific to Toronto Hydro's Service Area.

**Targeted End Uses:**

**Delivery:**

Additional detail is available:

- 

**Initiative Activities/Progress:** N/A

**In Market Date:** N/A

**Lesson Learned:**

#### 2.2.5.4 MULTIFAMILY ENERGY EFFICIENCY REBATES

**Target Customer Type(s):**

**Initiative Frequency:** Year round

**Objective:**

**Description:** OPA's Multifamily Energy Efficiency Rebates (MEER) Initiative applies to multifamily buildings of six units or more, including rental buildings, condominiums, and assisted social housing. The OPA contracted with GreenSaver to deliver the MEER Initiative outside of the Toronto Hydro service territory. Activities delivered in Toronto were contracted with the City.

Similar to ERII and ERIP, MEER provides financial incentives for prescriptive and custom measures, but also funds resident education. Unlike ERII, where incentives are paid by the LDC, all incentives through MEER are paid through the contracted partner (i.e. GreenSaver).

**Targeted End Uses:**

**Delivery:**

Additional detail is available:

- 

**Initiative Activities/Progress:** N/A

**In Market Date:** N/A

**Lessons learned:**

#### 2.2.5.5 DATA CENTRE INCENTIVE PROGRAM

**Target Customer Type(s):**

**Initiative Frequency:** Year round

**Objective:**

**Description:** This Initiative is specific to PowerStream's Service Area.

**Targeted End Uses:**

**Delivery:**

Additional detail is available:

- 

**Initiative Activities/Progress:** N/A

**In Market Date:** N/A

**Lesson Learned:**

#### 2.2.5.6 ENWIN GREEN SUITES

**Target Customer Type(s):**

**Initiative Frequency:** Year round

**Objective:**

**Description:** This Initiative is specific to EnWin's Service Area.

**Targeted End Uses:**

**Delivery:**

Additional detail is available:

- 

**Initiative Activities/Progress:** N/A

**In Market Date: N/A**

**Lessons Learned:**

## 2.3 Participation

The following is the participation for each of the OPA-Contracted Province-Wide CDM Programs that the distributor offered in its service area.

#	Initiative	Activity Unit	Uptake/ Participation Units
<b>Consumer Program</b>			
1	Appliance Retirement	Appliances	92
2	Appliance Exchange	Appliances	16
3	HVAC Incentives	Equipment	153
4	Conservation Instant Coupon Booklet	Coupons	998
5	Bi-Annual Retailer Event	Coupons	1718
6	Retailer Co-op	Items	0
7	Residential Demand Response	Devices	0
10	New Construction Program	Houses	0
<b>Business Program</b>			
11	Efficiency: Equipment Replacement	Projects	6
12	Direct Installed Lighting	Projects	109
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	0
<b>Industrial Program</b>			
20	Process & System Upgrades*	Projects	0

	a) preliminary study		0
	b) engineering study		0
	c) project incentive		
21	Monitoring & Targeting	Projects	0
22	Energy Manager	Managers	0
23	Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	Projects	0
25	Demand Response 3	Facilities	0
<b>Home Assistance Program</b>			
26	Home Assistance Program	Units	0
<b>Pre 2011 Programs Completed in 2011</b>			
27	Electricity Retrofit Incentive Program	Projects	2
28	High Performance New Construction	Projects	0
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

Spending on programs for each of the OPA-Contracted Province-Wide CDM Programs that the distributor offered.

#	Initiative	Program Administration Budget (PAB)	Participant Based Funding (PBF)	Participant Incentives (PI)	Capability Building Funding (CBF)	TOTAL
<b>Consumer Program</b>						
1	Appliance Retirement	\$4,473.05	<i>n/a</i>	\$250.00	<i>n/a</i>	\$4,723.05
2	Appliance Exchange	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
3	HVAC Incentives	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
4	Conservation Instant Coupon Booklet	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
5	Bi-Annual Retailer Event	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
6	Retailer Co-op	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
7	Residential Demand Response	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
10	New Construction Program	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>	<i>n/a</i>
<b>Business Program</b>						
11	Efficiency: Equipment Replacement	\$26,547.61	<i>n/a</i>	\$5,772.50	<i>n/a</i>	\$32,320.11
12	Direct Installed Lighting	\$26,905.68	\$18,680.00	\$1,376.48	<i>n/a</i>	\$46,962.16

14	Existing Building Commissioning Incentive	n/a	n/a	n/a	n/a	n/a
15	New Construction and Major Renovation Initiative	n/a	n/a	n/a	n/a	n/a
16	Energy Audit	n/a	n/a	n/a	n/a	n/a
17	Commercial Demand Response (part of the Residential program schedule)	n/a	n/a	n/a	n/a	n/a
19	Demand Response 3 (part of the Industrial program schedule)	n/a	n/a	n/a	n/a	n/a
<b>Industrial Program</b>						
20	Process & System Upgrades	n/a	n/a	n/a	n/a	n/a
	a) preliminary study	n/a	n/a	n/a	n/a	n/a
	b) engineering study	n/a	n/a	n/a	n/a	n/a
	c) program incentive	n/a	n/a	n/a	n/a	n/a
21	Monitoring & Targeting	n/a	n/a	n/a	n/a	n/a
22	Energy Manager	n/a	n/a	n/a	n/a	n/a
23	Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	n/a	n/a	n/a	n/a	n/a
25	Demand Response 3	n/a	n/a	n/a	n/a	n/a
<b>Home Assistance Program</b>						
26	Home Assistance Program	n/a	n/a	n/a	n/a	n/a

Pre 2011 Programs Completed in 2011						
27	Electricity Retrofit Incentive Program	n/a	n/a	\$36,680.00	n/a	\$36,680.00
28	High Performance New Construction	n/a	n/a	n/a	n/a	n/a
29	Toronto Comprehensive	n/a	n/a	n/a	n/a	n/a
30	Multifamily Energy Efficiency Rebates	n/a	n/a	n/a	n/a	n/a
31	Data Centre Incentive Program	n/a	n/a	n/a	n/a	n/a
32	EnWin Green Suites	n/a	n/a	n/a	n/a	n/a
<b>TOTAL Province-wide CDM PROGRAMS</b>						

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

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

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

## 2.5 Evaluation

### 2.5.1 EVALUATION FINDINGS

#	Initiative	Evaluation Findings
<b>Consumer Program</b>		
1	Appliance Retirement	<ul style="list-style-type: none"> <li>* Overall participation continues to decline year over year               <ul style="list-style-type: none"> <li>* Participation declined 17% from 2010 (from over 67,000 units in 2010 to over 56,000 units in 2011)</li> </ul> </li> <li>* 97% of net resource savings achieved through the home pick-up stream               <ul style="list-style-type: none"> <li>* Measure Breakdown: 66% refrigerators, 30% freezers, 4% Dehumidifiers and window air conditioners</li> </ul> </li> <li>* 3% of net resource savings achieved through the Retailer pick-up stream               <ul style="list-style-type: none"> <li>* Measure Breakdown: 90% refrigerators, 10% freezers</li> </ul> </li> <li>* Net-to-Gross ratio for the initiative was 50%               <ul style="list-style-type: none"> <li>* Measure-level free ridership ranges from 82% for the retailer pick-up stream to 49% for the home pick-up stream</li> <li>* Measure-level spillover ranges from 3.7% for the retailer pick-up stream to 1.7% for the home pick-up stream</li> </ul> </li> </ul>
2	Appliance Exchange	<ul style="list-style-type: none"> <li>* Overall eligible units exchanged declined by 36% from 2010 (from over 5,700 units in 2010 to over 3,600 units in 2011)               <ul style="list-style-type: none"> <li>* Measure Breakdown: 75% window air conditioners, 25% dehumidifiers</li> </ul> </li> <li>* Dehumidifiers and window air conditioners contributed almost equally to the net energy savings achieved               <ul style="list-style-type: none"> <li>* Dehumidifiers provide more than three times the energy savings per unit than window air conditioners</li> </ul> </li> <li>* Window air conditioners contributed to 64% of the net peak demand savings achieved</li> <li>* Approximately 96% of consumers reported having replaced their exchanged units (as opposed to retiring the unit)</li> <li>* Net-to-Gross ratio for the initiative is consistent with previous evaluations (51.5%)</li> </ul>

3	HVAC Incentives	<ul style="list-style-type: none"> <li>* Total air conditioner and furnace installations increased by 14% (from over 95,800 units in 2010 to over 111,500 units in 2011)</li> <li>* Measure Breakdown: 64% furnaces, 10% tier 1 air conditioners (SEER 14.5) and 26% tier 2 air conditioners (SEER 15)</li> <li>* Measure breakdown did not change from 2010 to 2011</li> <li>* The HVAC Incentives initiative continues to deliver the majority of both the energy (45%) and demand (83%) savings in the consumer program</li> <li>* Furnaces accounted for over 91% of energy savings achieved for this initiative</li> <li>* Net-to-Gross ratio for the initiative was 17% higher than 2010 (from 43% in 2010 to 60% in 2011)</li> <li>* 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)</li> </ul>	
4	Conservation Instant Coupon Booklet	<ul style="list-style-type: none"> <li>* Customers redeemed nearly 210,000 coupons, translating to nearly 560,000 products</li> <li>* Majority of coupons redeemed were downloadable (~40%) or LDC-branded (~35%)</li> <li>* Majority of coupons redeemed were for multi-packs of standard spiral CFLs (37%), followed by multi-packs of specialty CFLs (17%)</li> <li>* Per unit savings estimates and net-to-gross ratios for 2011 are based on a weighted average of 2009 and 2010 evaluation findings</li> <li>* Careful attention in the 2012 evaluation will be made for standard CFLs since it is believed that the market has largely been transformed</li> </ul>	
5	Bi-Annual Retailer Event	<ul style="list-style-type: none"> <li>* Customers redeemed nearly 370,000 coupons, translating to over 870,000 products</li> <li>* Majority of coupons redeemed were for multi-packs of standard spiral CFLs (49%), followed by multi-packs of specialty CFLs (16%)</li> <li>* Per unit savings estimates and net-to-gross ratios for 2011 are based on a weighted average of 2009 and 2010 evaluation findings</li> <li>* 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</li> </ul>	

		<ul style="list-style-type: none"> <li>* 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</li> <li>* Careful attention in the 2012 evaluation will be made for standard CFLs since it is believed that the market has largely been transformed.</li> </ul>	
6	Retailer Co-op	<ul style="list-style-type: none"> <li>* 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</li> </ul>	
7	Residential Demand Response	<ul style="list-style-type: none"> <li>* Approximately 20,000 new devices were installed in 2011</li> <li>* 99% of the new devices enrolled controlled residential central AC (CAC)</li> <li>* 2011 only saw 1 atypical event (in both weather and timing) that had limited participation across the province</li> <li>* 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</li> </ul>	
10	New Construction Initiative	<ul style="list-style-type: none"> <li>* Initiative was not evaluated in 2011 due to limited uptake</li> <li>* Business case assumptions were used to calculate savings</li> </ul>	
<b>Business Program</b>			
11	Efficiency: Equipment Replacement	<ul style="list-style-type: none"> <li>* Gross verified energy savings were boosted by lighting projects in the prescriptive and custom measure tracks</li> <li>* Lighting projects overall were determined to have a realization rate of 112%; 116% when including interactive energy changes <ul style="list-style-type: none"> <li>* On average, the evaluation found high realization rates as a result of both longer operating hours and larger wattage reductions than initial assumptions</li> <li>* Low realization rates for engineered lighting projects due to overstated operating hour assumptions</li> </ul> </li> <li>* Custom non-lighting projects suffered from process issues such as: the absence of required M&amp;V plans, the use of inappropriate assumptions, and the lack of adherence to the M&amp;V plan</li> <li>* The final realization rate for summer peak demand was 94%</li> </ul>	

		<ul style="list-style-type: none"> <li>* 84% was a result of different methodologies used to calculate peak demand savings</li> <li>* 10% due to the benefits from reduced air conditioning load in lighting retrofits</li> </ul> <p>* 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</p>
12	Direct Installed Lighting	<ul style="list-style-type: none"> <li>* Though overall performance is above expectations, participation continues to decline year over year as the initiative reaches maturity</li> <li>* 70% of province-wide resource savings persist to 2014 <ul style="list-style-type: none"> <li>* Over 35% of the projects for 2011 included at least one CFL measure</li> <li>* Resource savings from CFLs in the commercial sector only persist for the industry standard of 3 years</li> </ul> </li> <li>* Since 2009 the overall realization rate for this program has improved <ul style="list-style-type: none"> <li>* 2011 evaluation recorded the highest energy realization rate to date at 89.5%</li> </ul> </li> <li>* The hours of use values were held constant from the 2010 evaluation and continue to be the main driver of energy realization rate</li> <li>* 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</li> </ul>

14	Existing Building Commissioning Incentive	* Initiative was not evaluated in 2011, no completed projects in 2011
15	New Construction and Major Renovation Initiative	* 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	* 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)
<b>Industrial Program</b>		
20	Process & System Upgrades	* Initiative was not evaluated in 2011, no completed projects in 2011
21	Monitoring & Targeting	n/a
22	Energy Manager	n/a

23	Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	<ul style="list-style-type: none"> <li>* See Efficiency: Equipment Replacement (#9)</li> </ul>
25	Demand Response 3	<ul style="list-style-type: none"> <li>* Program performance for Tier 1 customers increased with DR-3 participants providing 75% of contracted MW for both sectors</li> <li>* Industrial customers outperform commercial customers by provide 84% and 76% of contracted MW, respectively</li> <li>* 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.</li> <li>* 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</li> </ul>
<b>Home Assistance Program</b>		
26	Home Assistance Program	<ul style="list-style-type: none"> <li>* Initiative was not evaluated in 2011 due to low uptake</li> <li>* Business Case assumptions were used to calculate savings</li> </ul>
<b>Pre-2011 Programs completed in 2011</b>		
27	Electricity Retrofit Incentive Program	<ul style="list-style-type: none"> <li>* Initiative was not evaluated</li> <li>Net-to-Gross ratios used are consistent with the 2010 evaluation findings</li> <li>* (multifamily buildings 99% realization rate and 62% net-to-gross ratio and C&amp;I buildings 77% realization rate and 52% net-to-gross ratio)</li> </ul>

28	High Performance New Construction	<ul style="list-style-type: none"> <li>* Initiative was not evaluated</li> <li>* Net-to-Gross ratios used are consistent with the 2010 evaluation findings (realization rate of 100% and net-to-gross ratio of 50%)</li> </ul>
29	Toronto Comprehensive	<ul style="list-style-type: none"> <li>* Initiative was not evaluated</li> <li>* Net-to-Gross ratios used are consistent with the 2010 evaluation findings</li> </ul>
30	Multifamily Energy Efficiency Rebates	<p>Initiative was not evaluated</p> <p>Net-to-Gross ratios used are consistent with the 2010 evaluation findings</p>
31	Data Centre Incentive Program	<ul style="list-style-type: none"> <li>* Initiative was not evaluated</li> </ul>
32	EnWin Green Suites	<ul style="list-style-type: none"> <li>* Initiative was not evaluated</li> </ul>

## 2.5.2 EVALUATION RESULTS

Table 1: Evaluation Results (following page)

#	Initiative	Realization Rate		Gross Savings		Net-to-Gross Ratio		Net Savings		Contribution to Targets	
		Peak Demand Savings	Energy Savings	Incremental Peak Demand Savings (kW)	Incremental Energy Savings (kWh)	Peak Demand Savings	Energy Savings	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)
<b>Consumer Program</b>											
1	Appliance Retirement	100%	100%	11	75,452	51%	52%	6	39,179	5	156,514
2	Appliance Exchange	100%	100%	3	3,679	52%	52%	2	1,896	1	6,596
3	HVAC Incentives	100%	100%	83	162,687	60%	60%	49	96,849	49	387,395
4	Conservation Instant Coupon Booklet	100%	100%	2	34,638	114%	112%	2	38,330	2	153,321
5	Bi-Annual Retailer Event	100%	100%	3	53,105	113%	110%	3	58,017	3	232,069
6	Retailer Co-op	-	-	0	0	-	-	0	0	0	0
7	Residential Demand Response	0%	0%	0	0	-	-	0	0	0	0
8	Residential New Construction	-	-	0	0	-	-	0	0	0	0
<b>Business Program</b>											
9	Efficiency: Equipment Replacement	94%	134%	55	346,394	74%	76%	41	264,382	41	1,057,527
10	Direct Install Lighting	108%	90%	103	305,337	93%	93%	110	283,517	75	1,028,866
11	Existing Building Commissioning Incentive	-	-	0	0	-	-	0	0	0	0
12	New Construction and Major Renovation Incentive	-	-	0	0	-	-	0	0	0	0
13	Energy Audit	-	-	0	0	-	-	0	0	0	0
14	Commercial Demand Response (part of the Residential program schedule)	0%	0%	0	0	-	-	0	0	0	0
15	Demand Response 3 (part of the Industrial program schedule)	76%	100%	0	0	n/a	n/a	0	0	0	0
<b>Industrial Program</b>											
16	Process & System Upgrades	-	-	0	0	-	-	0	0	0	0
17	Monitoring & Targeting	-	-	0	0	-	-	0	0	0	0
18	Energy Manager	-	-	0	0	-	-	0	0	0	0
19	Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	-	-	0	0	-	-	0	0	0	0
20	Demand Response 3	84%	100%	0	0	n/a	n/a	0	0	0	0
<b>Home Assistance Program</b>											
21	Home Assistance Program	-	-	0	0	-	-	0	0	0	0
<b>Pre-2011 Programs completed in 2011</b>											
22	Electricity Retrofit Incentive Program	96%	95%	6	26,276	61%	60%	4	15,726	4	62,903
23	High Performance New Construction	100%	100%	0	979	50%	50%	0	490	0	1,959
24	Toronto Comprehensive	-	-	0	0	-	-	0	0	0	0
25	Multifamily Energy Efficiency Rebates	-	-	0	0	-	-	0	0	0	0
26	Data Centre Incentive Program	-	-	0	0	-	-	0	0	0	0
27	EnWin Green Suites	-	-	0	0	-	-	0	0	0	0

Assumes demand response resources have a persistence of 1 year

Table 2: 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	102	329561	62	234271	61	935894
Commercial & Institutional Program Total	158	651731	151	547899	116	2086393
Industrial Program Total	0.0	0.0	0.0	0.0	0.0	0.0
Home Assistance Program Total	0.0	0.0	0.0	0.0	0.0	0.0
Pre-2011 Programs completed in 2011 Total	6	27256	4	16215	4	64861
<b>Total OPA Contracted Province-Wide CDM Programs</b>	<b>266</b>	<b>1008547</b>	<b>217</b>	<b>798386</b>	<b>181</b>	<b>3087149</b>

## 2.6 Additional Comments

Recognizing the 'start-up' mode of many of the programs, as well as the late launches of certain programs (i.e. Home Assistance Program peaksaverPlus), notable results should take place and be reflected in forthcoming years. As well, in terms of the 'low hanging fruit' that has been picked and proposed enhancements to certain programs, there is potential for more measures to take place in the respective markets.

Going forward, the inclusion of savings from TOU pricing could also provide cumulative savings in the remaining years of the 2011-2014 programs.

Realization of the consistent continuation of programs to December 2014 amongst the residential and business sectors may also generate results in the various measures.

### 3 Combined CDM Reporting Elements

#### 3.2 Progress Towards CDM Targets

Table 3: Net Peak Demand Savings at the End User Level (MW)

Implementation Period	Annual (MW)			
	2011	2012	2013	2014
2011 - Verified	0.22	0.22	0.21	0.18
2012				
2013				
2014				0.00
<b>Verified Net Annual Peak Demand Savings in 2014:</b>				<b>0.18</b>
<b>Ottawa River Power Corporation 2014 Annual CDM Capacity Target:</b>				<b>1.61</b>
<b>Verified Portion of Peak Demand Savings Target Achieved (%):</b>				<b>11.21%</b>
<b>Ottawa River Power Corporation Strategy, Milestone submitted for 2011</b>				<b>-41%</b>
<b>Variance</b>	<b>-0.152</b>			

Table 4: Net Energy Savings at the End-User Level (GWh)

Implementation Period	Annual (GWh)				Cumulative (GWh)
	2011	2012	2013	2014	2011-2014
2011 - Verified	0.80	0.80	0.79	0.70	3.09
2012					
2013					
2014					
<b>Verified Net Cumulative Energy Savings 2011-2014:</b>					<b>3.09</b>

Ottawa River Power Corporation 2011-2014 Cumulative CDM Energy Target:					8.97
Verified Portion of Cumulative Energy Target Achieved (%):					34.42%
Ottawa River Power Corporation Strategy, Milestone submitted for 2011					-8.2%
Variance	-0.072				

### 3.2 CDM Strategy Modifications

At the time of the submission of Ottawa River Power Corporation’s CDM Strategy (November 2010), assumptions were made based on entire program delivery of the OPA programs. There were specific programs that did not launch in January 2011 and/or uptake was minimal or nil. This, inadvertently, affected the respective presumed targets. It is unfortunate that the OPA’s saveONenergy launch did not include all of the programs. In particular, the anticipated demand savings from the Demand Response (both residential and small commercial) have yet to be realized, given the fact that our program launch is expected to commence in January 2013. Results in 2013 and 2014 of the Demand Response program should prove to have an impact on the target; however, reaching target may be presumptuous. In view of the variances with energy and demand, the Home Assistance Program, peaksaver PLUS program and results from TOU pricing will be three new components to offset the variances with both demand and energy targets.

Considering the demographics and economic standing of Ottawa River Power Corporation’s service area, efforts will focus on delivery of programs that have already proven to be a success. New construction and industry is limited, therefore concentration can be placed on the ERII program package and Direct Install, particularly if the cap is enhanced from \$1,000 to \$1,500.

Allocation of staff resources remains complex; one member of staff is in charge of program delivery. Third party delivery agents have been contracted to assist in the delivery of the Direct Install, peaksaver PLUS and the Home Assistance Programs. Ingenuity is key in going forward with program delivery, realizing customer base and specific customer needs. Enhancements to the marketing aids, as well as program enhancements, will append the program delivery going forward for the remainder of 2012, years 2013 and 2014.

Upon delivery of the programs thus far, there appears to be a sense of consumer apathy. While delivering the message of conservation, the media continues to report of rising costs in the electricity sector. This backlash appears to be seeping into the conservation efforts.

**Of noteworthy significance is public perception of the various programs and delivering a strong message regarding the duration of the programs (i.e. another 2+ years). This may prove to be beneficial in terms of budgets and long term planning on behalf of residential and commercial customers. Concentration needs to be placed on the consistent message that conservation in the province of Ontario is long term.**