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# **Tillsonburg Hydro**

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## **Conservation and Demand Management 2011 Annual Report**

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LDC 2011 CDM Annual Report

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## **Executive Summary**

This report provides a high level 2011 CDM savings results. The 2011 program had a slow start due to the late release and time required to award the work to a vendor.

## 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 license of Tillsonburg Hydro to require Tillsonburg Hydro, as a condition of its license, to achieve 10.25GWh of energy savings and 2.29 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, Tillsonburg Hydro submitted its CDM Strategy on June 10, 2011 which provided a high level of description of how Tillsonburg Hydro 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

1.1.1 Provide a general overview of all of the Board-Approved CDM Programs that are being offered in the distributor's service area.

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 Tillsonburg Hydro'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 Ontario Power Authority (OPA) for the province, and then allocated to distributors. Tillsonburg Hydro 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 Tillsonburg Hydro is not able to provide any verified savings related to Tillsonburg Hydro'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:** The OEB sets the rates; LDCs install and maintain the smart meters; LDCs convert customers to TOU billing.

**Initiative Activities/Progress:**

Tillsonburg Hydro began transitioning its RPP customers to TOU billing January 13, 2012.

### **1.3 Tillsonburg Hydro’s Application with the OEB**

## 2 OPA-Contracted Province-Wide CDM Programs

### 2.1 Introduction

Provide a general overview of all of the OPA-Contracted Province-Wide CDM Programs that are being offered in the distributor's service area.

Effective July 3, 2011, Tillsonburg Hydro 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
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
<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
Key Account Manager (KAM)	Schedule D-4	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

Several Initiatives that were included in the schedules were not in market in 2011. The OPA has communicated that the Initiatives listed in the table below were not in market in 2011 and that they represent a very small percentage\* of the forecasted energy and demand savings. During the 2011 program year, the OPA placed emphasis on supporting the implementation of Initiatives that would offer the greatest ratepayer value and greatest amount of persisting savings.

<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 the 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. As per the OPA, there are no plans to launch this Initiative 2012.
Demand Response 1 (DR1)	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 the actual electricity reduction provided during a demand response event.	No customer uptake for this Initiative
<b>Industrial Program</b>		
Demand Response 1 (DR1)	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

Programs that are being offered in the distributor's service area. For each program, include the targeted customer type(s) for the OPA-Contracted Province-Wide CDM Program, the objectives of the OPA-Contracted Province- Wide CDM Program, and any activities associated with the OPA-Contracted Province-Wide CDM Program.

### 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.

**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 the province-wide marketing, call centre, appliance pick-up and decommissioning process. LDC's provide 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\\_electricty\\_contracts/pdfs/Schedule%20B-1%20Residential%20Program.pdf](http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricty_contracts/pdfs/Schedule%20B-1%20Residential%20Program.pdf)and
- Saveonenergy website <https://saveonenergy.ca/Consumer/Programs/Appliance-Retirement.aspx>

**Initiative Activities/Progress:** Website promotion, bill inserts, appliance retailer merchandising and promotional events within service territory.

**In Market Date:** Since Mid 2007

Tillsonburg Hydro has marketed and supported this program since its inception in 2007. The program in 2011 yielded 109 refrigerators.

**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 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.**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. LDCs provide local marketing.

Additional detail is available:

- Schedule B-1, Exhibit C  
[http://www.powerauthority.on.ca/sites/default/files/new\\_files/industry\\_stakeholders/current\\_electricty\\_contracts/pdfs/Schedule%20B-1%20Residential%20Program.pdf](http://www.powerauthority.on.ca/sites/default/files/new_files/industry_stakeholders/current_electricty_contracts/pdfs/Schedule%20B-1%20Residential%20Program.pdf) and
- Saveonenergy website <https://saveonenergy.ca/Consumer.aspx>

**Initiative Activities/Progress:** Canadian Tire and Home Depot promotional event. The 2011 effort realized 7 exchanged appliances.**In Market Date:** Mid 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. LDCs provide local marketing and encourage 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:** This initiative was marketed directly to HVAC installers and provided 201 customer incentives.**In Market Date:** Early 2011

**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 are 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.saveoneenergy.ca](http://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:** The OPA contracts centrally for the distribution of the coupon booklets across Ontario. LDCs distribute coupons at local events and market the Initiative locally. 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:** This initiative saw 656 coupons being used by customers within the service territory. Coupons distributed at local events and direct to customers in the Peaksaver program and Direct Install participants.

**In Market Date: Early 2011**

**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 and in some cases has been lengthy. 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 behavior.
- The Product list should be distinctive from the Bi-Annual Retailer Event Initiative in order to gain more consumer interest and uptake.
- Program evolution, including new products (for example, LED lighting) and review of incentive pricing for the coupon Initiatives, should be a regular activity to ensure continued consumer interest.

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:** As per 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 and market this Initiative locally.

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:** Retailer merchandising and in store promotional events helped drive 1,114 consumers to utilize this program.

**In Market Date:** Mid 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.
- The Product list should be distinctive from the Conservation Instant Coupon Booklet Initiative in order to gain more consumer interest and uptake.
- 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:** As per the Conservation Instant Coupon Booklet Initiative

**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:** Promotional events conducted in retail locations

**In Market Date:** Mid 2011

**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 C  
[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:** Held information sessions with Electrical contractors and home builders to promote and educate.

**In Market Date:** Mid 2011

**Lessons Learned:**

- 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 peaksaverPLUS™* 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, electric hot 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:** The Tillsonburg Hydro peak saver contractor maintained the call centre and continued to accept enquiries from customers. These interested customers will be engaged upon commencement of the Peaksaver Plus Program.

**In Market Date:** The original peak saver Program continued into mid 2011 engaging 102 customers to participate. The peak saver Plus program was not in the market in 2011 and is expected to resume in the third quarter of 2012

The Tillsonburg Hydro peak saver contractor maintained the call centre and continued to accept enquiries from customers. These interested customers will be engaged upon commencement of the Peaksaver Plus Program.

**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:** Several information session and promotional events were conducted to engage channel partners. Three commercial customers retrofitted existing equipment.

**In Market Date:** Mid 2011 the program commenced

**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, agricultural and multi-family facilities, for the purpose of achieving electricity 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:** Lighting and electric water heating measures

**Delivery:** Participants can enrol 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:** Tillsonburg Hydro aggressively marketed this program through direct mail, direct sales and telemarketing. The 2008-2010 Power Saving Blitz Initiative success in the service territory made it difficult to achieve high impact with only 14 retrofits in 2011

**In Market Date:** Commenced 2009 and continued into 2011

#### **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 in some situations.
- 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.

\*\*Note: lack of persistence for CFL measures

### 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:** An information session and promotional events was conducted to engage channel partners. There was no customer uptake for this program.

**In Market Date:** Mid 2011

**Lessons Learned:**

- There was no customer uptake for this Initiative. It is suspected that the lack of participation in the program is a result of the Initiative being limited to space cooling. 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 range of measures 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:** Met with contractors and electrician on several occasions to provide information and materials.

**In Market Date:** Mid 2011

**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:** Tillsonburg Hydro marketed this program through direct mail, and promotional events

**In Market Date: late 2011**

**Lessons Learned:**

- No Customer uptake.
- 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 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 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 pay back

**Targeted End Uses:** Process and systems

**Delivery:** LDC delivered with Key Account Management support, in some cases.

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:** Tillsonburg Hydro marketed this program through direct mail, and promotional events

**In Market Date: Mid 2011**

**Lessons Learned:**

- The PSUI program targets large customers that are undertaking large capital projects. There is typically a long sales cycle for these projects, and then a long project development cycle. The majority of the results are expected in 2013-2014, with a much reduced benefit to cumulative energy savings targets.
- The OPA retained Technical Reviewer, an integral component of this Initiative, was not in place until late Q4 2011, thereby limited 2011 program uptake. In 2012, the Technical Reviewer has successfully worked through the project backlog and provided timely project reviews and recommendations.
- 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 sustained 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:** Process and systems

**Delivery:** LDC delivered with Key Account Management support, in some cases.

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>

**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:** Process and systems

**Delivery:** LDC delivered with Key Account Management support, in some cases.

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:** Tillsonburg Hydro marketed this program through direct mail, and promotional events

**In Market Date:** Mid 2011

**Lessons Learned:**

- 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:** LDC delivered

**Targeted End Uses:** Process and systems

**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:** The Tillsonburg Hydro Service territory does not have many customers that qualify for this program

**In Market Date:****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.
- Clear communication is required between LDC staff, delivery agents, KAMs and Energy Managers to ensure customers are not approached multiple times, by multiple individuals and become confused with regards to the programs and their point of contact for the Initiatives.

### 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) payments to contracted participants to compensate them for reducing their electricity consumption by a pre-defined amount 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 payments for the actual electricity 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:** Commercial and Industrial Operations

**Delivery:** DR3 is delivered by Demand Response Providers (DRPs), under contract to the OPA. The OPA administers contracts with all DRPs and Direct Participants (who provide in excess of 5 MW of demand response capacity). OPA provides administration including settlement, measurement and verification, and dispatch. LDCs are responsible for local customer 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](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/Progress:** Information sessions and promotional events was conducted to engage channel partners

**In Market Date:** Mid 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 use measures based on results of audit (i.e. compact fluorescent light bulbs)

**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:** THI did not launch this program into market until Mid 2012

**In Market Date:** Mid 2012

**Lessons Learned:**

- Difficulty identifying eligible customers.
- This Initiative Schedule was finalized later (May 2011) than the rest of the OPA Initiatives and as a result, 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:** 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 Electricity Retrofit Incentive Program offered 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.

**Description:** Refer to section 2.2.2.1

**Initiative Activities:** Marketed to Channel partners, held information events and provided details to local area contractors

**Progress:** 4 projects completed

**In Market Date:** 2011

**Lessons Learned:** 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).

## 2.3 Participation

Include the detailed participation levels (i.e., the number of participants by customer type) for each of the OPA-Contracted Province-Wide CDM Programs that the distributor offered in its service area.

**Table 1: Participation**

Initiative	Activity Unit	Uptake/ Participation Units
<b>Consumer Program</b>		
Appliance Retirement	Appliances	109
Appliance Exchange	Appliances	7
HVAC Incentives	Equipment	201
Conservation Instant Coupon Booklet	Coupons	656
Bi-Annual Retailer Event	Coupons	1,114
Retailer Co-op	Items	0
Residential Demand Response	Devices	102
New Construction Program	Houses	0
<b>Business Program</b>		
Efficiency: Equipment Replacement	Projects	3
Direct Installed Lighting	Projects	14
Existing Building Commissioning Incentive	Buildings	0
New Construction and Major Renovation Incentive	Buildings	0
Energy Audit	Audits	0
Commercial Demand Response (part of the Residential program schedule)	Devices	0

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Demand Response 3 (part of the Industrial program schedule)	Facilities	0
<b>Industrial Program</b>		
Process & System Upgrades*	Projects	0
a) preliminary engineering study		
b) detailed engineering study		
c) project incentive		
Monitoring & Targeting	Projects	0
Energy Manager	Managers	0
Key Account Manager (KAM)	Managers	0
Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	Projects	0
Demand Response 3	Facilities	1
<b>Home Assistance Program</b>		
Home Assistance Program	Units	0
<b>Pre 2011 Programs Completed in 2011</b>		
Electricity Retrofit Incentive Program	Projects	4
High Performance New Construction	Projects	0
Toronto Comprehensive	Projects	0
Multifamily Energy Efficiency Rebates	Projects	0
Data Centre Incentive Program	Projects	0
EnWin Green Suites	Projects	0

## 2.4 Spending

Describe and detail the funds the distributor 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 the distributor offered in its service area.

Table 2: Spending

Initiative	Program Administration Budget (PAB)	Participant Based Funding (PBF)	Participant Incentives (PI)	Capability Building Funding (CBF)	TOTAL
<b>Consumer Program</b>					
Appliance Retirement	\$70,297.46				\$115,687.46
Appliance Exchange					
HVAC Incentives					
Conservation Instant Coupon Booklet					
Bi-Annual Retailer Event					
Retailer Co-op					
New Construction Program					
Residential Demand Response			\$42,840.00	\$2,550.00	
<b>Business Program</b>					
Efficiency: Equipment Replacement	\$88660.54		\$6,425.00		\$6425.00
Direct Installed Lighting		\$3850.00	\$13824.250		\$106,334.79
Existing Building Commissioning Incentive					

New Construction and Major Renovation Initiative					
Energy Audit					
Commercial Demand Response (part of the Residential program schedule)					
Demand Response 3 (part of the Industrial program schedule)					
<b>Industrial Program</b>					
Process & System Upgrades	\$2,000.00				
a) preliminary engineering study					
b) detailed engineering study					
c) program incentive					
Monitoring & Targeting					
Energy Manager					
Key Account Manager (KAM)					
Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)					
Demand Response 3					
<b>Home Assistance Program</b>					
Home Assistance Program					
<b>Pre 2011 Programs Completed in 2011</b>					

Electricity Retrofit Incentive Program			\$28,216.06		
High Performance New Construction					
Toronto Comprehensive					
Multifamily Energy Efficiency Rebates					
Data Centre Incentive Program					
EnWin Green Suites					
<b>TOTAL Province-wide CDM PROGRAMS</b>					

Describe and detail the 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>	
Midstream Electronics	
Midstream Pool Equipment	
Demand Service Space Cooling	
Demand Response 1 (Commercial)	
Demand Response 1 (Industrial)	
Home Energy Audit Tool	

<b>TOTAL Province-wide</b>	
<b>CDM PROGRAMS Not In Market</b>	

## 2.5 Evaluation

Provide a detailed discussion that reports on the EM&V results for each of the distributor's OPA-Contracted Province-Wide CDM Programs using the OPA EM&V Protocols for peak demand savings (kW) and electricity savings (kWh).

## 2.5.1 EVALUATION FINDINGS

Table 3: Evaluation Findings

Initiative	Evaluation Findings
<b>Consumer Program</b>	
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>
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>
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)               <ul style="list-style-type: none"> <li>*Measure Breakdown: 64% furnaces, 10% tier 1 air conditioners (SEER 14.5) and 26% tier 2</li> </ul> </li> </ul>

	<p>air conditioners (SEER 15)</p> <ul style="list-style-type: none"> <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>
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>
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> <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>
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>
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> </ul>

	<p>*2011 only saw 1 atypical event (in both weather and timing) that had limited participation across the province</p> <p>*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</p>
New Construction Initiative	<p>* Initiative was not evaluated in 2011 due to limited uptake</p> <p>* Business case assumptions were used to calculate savings</p>
<b>Business Program</b>	
Efficiency: Equipment Replacement	<p>*Gross verified energy savings were boosted by lighting projects in the prescriptive and custom measure tracks</p> <p>*Lighting projects overall were determined to have a realization rate of 112%; 116% when including interactive energy changes</p> <p>*On average, the evaluation found high realization rates as a result of both longer operating hours and larger wattage reductions than initial assumptions</p> <p>*Low realization rates for engineered lighting projects due to overstated operating hour assumptions</p> <p>*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</p> <p>*The final realization rate for summer peak demand was 94%</p> <p>*84% was a result of different methodologies used to calculate peak demand savings</p> <p>*10% due to the benefits from reduced air conditioning load in lighting retrofits</p> <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.</p> <p>Strict eligibility requirements and improvements in the pre-approval process contributed to the improvement in net-to-gross ratios</p>
Direct Installed Lighting	<p>*Though overall performance is above expectations, participation continues to decline year over year as the initiative reaches maturity</p> <p>*70% of province-wide resource savings persist to 2014</p> <p>*Over 35% of the projects for 2011 included at least one CFL measure</p> <p>*Resource savings from CFLs in the commercial sector only persist for the industry standard of 3 years</p> <p>*Since 2009 the overall realization rate for this program has improved</p> <p>*2011 evaluation recorded the highest energy realization rate to date at 89.5%</p> <p>*The hours of use values were held constant from the 2010 evaluation and continue to</p>

	<p>be the main driver of energy realization rate</p> <p>*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</p>
Existing Building Commissioning Incentive	*Initiative was not evaluated in 2011, no completed projects in 2011
New Construction and Major Renovation Initiative	<p>*Initiative was not evaluated in 2011 due to low uptake</p> <p>*Assumptions used are consistent with preliminary reporting based on the 2010 Evaluation findings and consultation with the C&amp;I Work Group (100% realization rate and 50% net-to-gross ratio)</p>
Energy Audit	*The evaluation is ongoing. The sample size for 2011 was too small to draw reliable conclusions.
Commercial Demand Response (part of the Residential program schedule)	*See residential demand response (#7)
Demand Response 3 (part of the Industrial program schedule)	*See Demand Response 3 (#20)
<b>Industrial Program</b>	
Process & System Upgrades	*Initiative was not evaluated in 2011, no completed projects in 2011
Monitoring & Targeting	*Initiative was not evaluated in 2011, no completed projects in 2011
Energy Manager	*Initiative was not evaluated in 2011, no completed projects in 2011
Key Account Manager (KAM)	n/a
Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	*See Efficiency: Equipment Replacement (#9)
Demand Response 3	<p>*Program performance for Tier 1 customers increased with DR-3 participants providing 75% of contracted MW for both sectors</p> <p>*Industrial customers outperform commercial customers by provide 84% and 76% of contracted MW, respectively</p> <p>*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.</p> <p>*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</p>
<b>Home Assistance Program</b>	
Home Assistance Program	<p>* Initiative was not evaluated in 2011 due to low uptake</p> <p>*Business Case assumptions were used to calculate savings</p>

<b>Pre-2011 Programs completed in 2011</b>	
Electricity Retrofit Incentive Program	* Initiative was not evaluated *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)
High Performance New Construction	* 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%)
Toronto Comprehensive	* Initiative was not evaluated *Net-to-Gross ratios used are consistent with the 2010 evaluation findings
Multifamily Energy Efficiency Rebates	* Initiative was not evaluated *Net-to-Gross ratios used are consistent with the 2010 evaluation findings
Data Centre Incentive Program	* Initiative was not evaluated
EnWin Green Suites	* Initiative was not evaluated

2.5.2 EVALUATION RESULTS

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)
<b>Consumer Program</b>							
Appliance Retirement	52%	14	88,592	7	45,785	7	182,837
Appliance Exchange	52%	1	1,438	1	741	0	2,561
HVAC Incentives	60%	95	175,815	57	105,192	57	420,768
Conservation Instant Coupon Booklet	111%	1	22,167	2	24,413	2	97,653
Bi-Annual Retailer Event	110%	2	34,424	2	37,608	2	150,433
Retailer Co-op	-	0	0	0	0	0	0
Residential Demand Response	-	57	0	57	0	0	0
New Construction Program	-	0	0	0	0	0	0
<b>Business Program</b>							
Efficiency: Equipment Replacement	67%	32	116,109	21	77,100	21	308,400

Direct Installed Lighting	93%	13	41,368	14	38,412	13	149,236
Existing Building Commissioning Incentive	-	0	0	0	0	0	0
New Construction and Major Renovation Incentive	-	0	0	0	0	0	0
Energy Audit	-	0	0	0	0	0	0
Commercial Demand Response (part of the Residential program schedule)	-	0	0	0	0	0	0
Demand Response 3 (part of the Industrial program schedule)	n/a	0	0	0	0	0	0
<b>Industrial Program</b>							
Process & System Upgrades	-	0	0	0	0	0	0
Monitoring & Targeting	-	0	0	0	0	0	0
Energy Manager	-	0	0	0	0	0	0
Key Account Manager (KAM)	-	0	0	0	0	0	0
Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	-	0	0	0	0	0	0
Demand Response 3	n/a	1,539	76,133	1,297	76,133	0	76,133
<b>Home Assistance Program</b>							
Home Assistance Program	-	0	0	0	0	0	0
<b>Pre-2011 Programs completed in 2011</b>							
Electricity Retrofit Incentive Program	52%	49	282,069	25	146,676	25	586,704
High Performance New Construction	50%	0	1,279	0	640	0	2,558

Toronto Comprehensive	-	0	0	0	0	0	0
Multifamily Energy Efficiency Rebates	-	0	0	0	0	0	0
Data Centre Incentive Program	-	0	0	0	0	0	0
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	170	322,436	126	213,739	68	854,251
Commercial & Institutional Program Total	46	157,477	35	115,512	34	457,636
Industrial Program Total	1,539	76,133	1,297	76,133	0	76,133
Home Assistance Program Total	0	0	0	0	0	0
Pre-2011 Programs completed in 2011 Total	49	283,348	25	147,316	25	589,263
<b>Total OPA Contracted Province-Wide CDM Programs</b>	<b>1,804</b>	<b>839,395</b>	<b>1,483</b>	<b>552,700</b>	<b>127</b>	<b>1,977,283</b>

## 2.6 Additional Comments

Provide any additional information related to the OPA-Contracted Province-Wide CDM Programs that the distributor feels is appropriate.

In many cases, Initiatives were in “start-up” mode as the LDC and the OPA finalized Schedules, developed processes, and procured services and resources before they could market the Initiatives to their customers. While most of these initial aspects of the programs were ultimately delivered during the course of 2011, results suffered accordingly. However, looking forward to 2012, there is significant traction across the entire Initiative portfolio.

### 3 Combined CDM Reporting Elements

#### 3.1 Progress Towards CDM Targets

3.1.1 Provide a summary of the distributor’s progress towards meeting its CDM Targets, an explanation for any significant variances between the annual milestones contained in the distributor’s CDM Strategy and the verified results achieved by the distributor for the reporting year, and an explanation of the potential impact that the aforementioned significant variances may have with respect to the distributor meeting its CDM Targets.

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

Implementation Period	Annual (MW)			
	2011	2012	2013	2014
2011 - Verified	1.48	0.13	0.13	0.13
2012				
2013				
2014				
<b>Verified Net Annual Peak Demand Savings in 2014:</b>				<b>0.13</b>
<b>Tillsonburg Hydro 2014 Annual CDM Capacity Target:</b>				<b>2.29</b>
<b>Verified Portion of Peak Demand Savings Target Achieved (%):</b>				<b>5.54%</b>
<b>Tillsonburg Hydro Strategy, Milestone submitted for 2011</b>				<b>17.47%</b>
Variance				-11.93

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	0.55	0.48	0.48	0.47	1.98
2012					
2013					
2014					
<b>Verified Net Cumulative Energy Savings 2011-2014:</b>					<b>1.98</b>
<b>Tillsonburg Hydro 2011-2014 Cumulative CDM Energy Target:</b>					<b>10.25</b>
<b>Verified Portion of Cumulative Energy Target Achieved (%):</b>					<b>19.29%</b>
<b>Tillsonburg Hydro Strategy, Milestone submitted for 2011</b>					<b>21.46%</b>
<b>Variance</b>	<b>-1.65</b>				<b>-2.17</b>

### 3.2 CDM Strategy Modifications

Detail any changes or planned modifications to the distributor's CDM Strategy.

THI estimated .4 MW Net Peak Demand Savings, and achieved 1.48 MW in 2011. It is believed if we stay on this course that we will be able to reach our 2014 target.

THI estimates that it will also reach its 10.25 GWh target by the end of 2014. While most of these initial aspects of the programs were ultimately delivered during the course of 2011, results suffered accordingly. However, looking forward to 2012, there is significant traction across the entire Initiative portfolio.

Sample - Province wide data used for illustrative purposes

Province wide Net Peak Demand Savings at the End User Level (MW)

Implementation Period	Annual (MW)			
	2011	2012	2013	2014
2011 - Verified	215.7	136.4	135.7	128.9
2012				
2013				
2014				
<b>Verified Net Annual Peak Demand Savings in 2014:</b>				<b>128.9</b>
<b>2014 Annual CDM Capacity Target</b>				<b>1,330</b>
<b>Verified Peak Demand Savings Target Achieved - 2011 (%):</b>				<b>9.6%</b>
<b>LDC Strategy, Milestone submitted for 2011</b>				<b>17.47%</b>
<b>Variance</b>				<b>-7.87</b>

Sample - Province Wide Net Energy Savings at the End-User Level (GWh)

Implementation Period	Annual (GWh)				Cumulative (GWh)
	2011	2012	2013	2014	2011-2014
2011 – Verified	605.5	601.6	599.6	580.9	2388.0
2012					
2013					
2014					
<b>Verified Net Cumulative Energy Savings 2011-2014:</b>					<b>2388.0</b>
<b>2011-2014 Cumulative CDM Energy Target:</b>					<b>6000</b>
<b>Verified Portion of Energy Target Achieved - 2011 (%):</b>					<b>39.79%</b>
<b>LDC Milestone submitted for 2011</b>					<b>20.46%</b>
<b>Variance</b>					<b>19.33%</b>