

# Conservation Framework Mid-term Review – Webinar #1

IESO Response to Stakeholder Feedback – April 18, 2017

The IESO held the first stakeholder meeting for the Conservation Framework Mid-term Review on April 18, 2017. The IESO invited stakeholders to provide feedback on the materials presented.

IESO received questions from the following stakeholders during the webinar:

Ministry of Education  
CLEAResult  
QUEST  
Rodan Energy  
Festival Hydro  
Enbridge  
Canadian Coalition for Green Healthcare  
INVIRO  
Metrolinx  
City of Toronto

IESO responses are in italics.

## **Stakeholder Engagement Feedback and Responses**

### **Ministry of Education**

A coordinated approach among LDCs and IESO would be appreciated when customer issues arise to ensure that responsibilities are clear and a resolution can be achieved. Question raised around what can be done to ensure customer issues are resolved in a coordinated way.

*The mid-term review will explore this issue through the market research phase of the Mid-term Review under the Collaboration topic. In addition, The Sector Based Energy Efficiency Program will be implemented through a competitive procurement anticipated to be issued late spring 2017. This initiative will complement both LDC and IESO efforts in promoting and supporting energy management and energy efficiency through interactions with both LDCs and customers in specific sectors and/or groups.*

## **CLEAResult**

Seeking information regarding the review of individual Save on Energy programs under the Mid-term Review, in particular, the Process & Systems Program was mentioned.

*The mid-term review focuses on the framework rather than individual programs. However, in the market research phase we will be targeting interviews with large customers (participating and non-participating) which may lead to discussions on certain programs, for example, the Process & Systems Program.*

## **QUEST**

Confirmation sought around whether any assessment of the residential sector will include all housing types, including multi-residential and single family.

*The Coupons and Heating & Cooling programs are available to all residential segments. We have looked at the differences in customer satisfaction scores among these segments and have not seen a large difference in the results. On the business side, the Retrofit program is available to social housing providers and multi-unit residential buildings (i.e. condos). We can look at the multi-unit residential sector separately in the customer satisfaction results and have not seen a large difference in opinion from the average for this group either. It was also noted that we cannot discern social versus private multi-unit residential customers in the data.*

## **CLEAResult**

Given the introduction of new climate change policy in Ontario, question raised around the impact of the Climate Change Action Plan and how the integration of this policy with the current CDM Framework will be considered and discussed through the stakeholder engagement process.

*We will look at how CDM could integrate with the Climate Change Action Plan in the seventh current state summary on climate change.*

## **Rodan Energy**

Seeking individual program results, in particular, the Process & Systems and Existing Building Commissioning programs.

*We will be exploring the results in the budgets, targets and cost effectiveness current state summary that is upcoming. Keep in mind that the mid-term Review is focusing on the Conservation First Framework at a higher level and not evaluating individual programs.*

## **Festival Hydro**

Question raised around the tracking of brand awareness, attributes and market share for the business sector.

*For the business sector, IESO research focuses on energy conservation, attitudes and behaviours as well as customer satisfaction. Business decision making is more complex and doesn't lend well to simple metrics like brand awareness.*

## **Enbridge**

Question raised around the availability of a results comparison between the Conservation Framework Mid-term Review and the natural gas DSM Mid-term Review.

*The OEB will be keeping the IESO and the Conservation Mid-term Review Advisory Group informed on the DSM Mid-term Review. We will explore comparable metrics with the OEB throughout this process.*

## **Rodan Energy**

Question raised around the role, if any, that Green Button have in the CDM Framework moving forward.

*This is separate initiative led by the Ministry of Energy outside the Conservation First Framework. If there are any opportunities identified for integrating Green Button with the Conservation First Framework through the Mid-term Review, those opportunities will be communicated to the Ministry of Energy.*

## **QUEST**

Question raised around the inclusion of behind the meter generation in the scope of the Mid-term Review.

*Yes, we will be looking at behind the meter generation as part of the next current state summary on the definition of CDM. This portion of the review will include an examination of the current state in Ontario and other jurisdictions specifically looking at the kinds of CDM/DSM solutions that are included in other CDM/DSM frameworks. This study will not explore options at the program-level such as program design.*

## **Rodan Energy**

Question raised around the role of peak demand management and, in particular, Demand Response (DR), and how this topic will be included in the scope of the Mid-term Review.

*Yes, outside of the market mechanisms the impact of an energy only target will be looked at as part of this study. The integration with regional planning topic will also explore DR along with the topic on climate change to identify opportunities for alignment with this policy.*

## **Ministry of Education**

Concern raised around collaboration issues and how the IESO plans to learn about the issues around collaboration through the Mid-term Review.

*We will be looking for your feedback through the engagement process on collaboration and exploring this topic as part of the market research phase of the Mid-term Review. Through this review we will attempt to ascertain whether the collaboration that is currently occurring is achieving the objectives of customer convenience and cost efficiencies set out in the 2014 Directions. The Collaboration Fund is currently closed and under review to assess whether we are achieving these policy objectives through the funded activities.*

## **Canadian Coalition for Green Healthcare**

Rising electricity costs are a concern for the health sector, question raised around the progress of developing sector based programs and when they will become available.

*Yes, these are going ahead and are planned for release in June. As mentioned above, the Sector Based Energy Efficiency Program will be implemented through a competitive procurement anticipated to be issued late spring 2017. This initiative will complement both LDC and IESO efforts in promoting and supporting energy management and energy efficiency through interactions with both LDCs and customers in specific sectors and/or groups.*

## **INVIRO**

Seeking information regarding the review of individual Save on Energy programs under the Mid-term Review, in particular, the High Performance New Construction program was mentioned in the context of a hold by some LDCs on reviewing and pre-approving applications for this program.

*The current program rules state that building permits must be issued before January 1, 2017 to be eligible for the High Performance New Construction Program. LDCs and the IESO are currently working together to address this.*

## **Ministry of Education**

Question raised around how the LDCs and the IESO are collaborating on the availability and formatting of interval data.

*The Green Button initiative managed by the Ministry of Energy is a data access and reporting platform for interval data. Additionally, the IESO will be seeking feedback shortly on 3rd party access to the Meter Data Management Repository (MDMR).*

## **Metrolinx**

Question raised around the inputs for the non-energy benefits topic and whether this topic summary under the Mid-term Review will build on or reference a separate study?

*The RFP process is currently underway for a non-energy benefits study looking at other jurisdictions and options for Ontario. The IESO is working with the OEB on this study. This study will be an input into the Mid-term Review.*

## **City of Toronto (received via written question post-webinar)**

Seeking information regarding the review of individual Save on Energy programs under the Mid-term Review, in particular, the High Performance New Construction program was mentioned.

*The Mid-term Review is focused on the Conservation First Framework at a higher level and will not be evaluating individual programs. The program evaluation results are published on the IESO website when they become available. See response to Inviro above re: status of the High Performance New Construction program.*