

## IESO Engagement

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**From:** Myfanwy Parry  
**Sent:** March 08, 2018 8:39 AM  
**To:** Nik Schruder  
**Subject:** MTR Comment Summaries

Hi Nik,

I look forward to today's meeting. In the Engagement Comments Response documents that Kathi circulated, I noticed that HSC's comments are not captured in certain sections and were largely grouped into Customer Experience. I'd like to flag comments from our Feb. 5 submission that, from our perspective, could be included in additional categories or for which the IESO's response was limited:

- Beyond 2020: (slide 16)
  - We emphasize our comment from Feb. 5: A **clear, fair, streamlined, consistent, and aligned** post-2020 framework with a one-window approach to gas, electricity, water, and climate change initiatives is critical.
- GreenON & CFF (slide 7)
  - We emphasize our comment from Feb. 5: A **clear, fair, streamlined, consistent, and aligned** post-2020 framework with a **one-window approach to gas, electricity, water, and climate change initiatives** is critical.
    - I'd like to note to IESO here that there are additional programs to those run through GreenON that are overlapping current (and potentially future) incentive programs. For example, the Climate Change Action Plan has designated Actions that are separate from GreenON that have resulted in three programs (SHARP, SHEEP, and now SHAIP) that overlap incentive programs. Providers are still getting push back from LDCs who refuse to incentive projects funded through these programs, citing stacking as a concern despite explicit wording in the program guidelines that stacking is encouraged.
    - The IESO should not limit its focus to GreenON programs only and should instead cite the Climate Change Action Plan and all current or potential programs under it as part of its integration and collaboration opportunity.
- Customer Experience: (slide 14)
  - HSC had recommended a whole building program for multi-unit residential buildings with potential to pilot through social housing. The IESO's response noted the EEP program, which would be inadequate and difficult to access for multi-unit residential building operators and is limiting in its scope. Expanding the Whole Home pilot into a broader program for multi-unit residential in a single window format would better align with HSC's recommendation.

Please feel free to contact me to discuss this response. Thank you!

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