

Province-Wide Whole Home Pilot Program Engagement Plan

I. Introduction

The Independent Electricity System Operator (IESO) is seeking input to inform the design of a province-wide whole home pilot program for residential consumers as part of the Conservation First Framework. Feedback will be specifically sought on a draft program design document.

This engagement plan outlines the background and key considerations for the design and implementation of a whole home pilot program. It also provides a timeline and describes the engagement approach to ensure that interested stakeholders have effective and meaningful opportunities for input.

Input from stakeholders will be a key consideration of program design and implementation and the IESO will seek to engage a broad range of interested parties which is further discussed in this plan.

This stakeholder engagement plan may be subject to review and update as the process evolves and meaningful revisions are required to ensure that individuals have the opportunity to contribute their input on this initiative most efficiently.

All comments and enquiries in this engagement initiative can be directed to engagement@ieso.ca.

II. Background

On June 10, 2016 the [Minister of Energy directed](#) IESO to centrally design, fund, and deliver a new province-wide whole home pilot program with implementation commencing by the end of Fall 2016. The program will support the provincial Conservation and Demand Management (CDM) savings target of 30 terawatt-hours (TWh) in 2032, 7 TWh of which will be achieved through Local Distribution Company (LDC) CDM programs and 1.7 TWh of which will be achieved through the Industrial Accelerator Program (IAP) for transmission-connected customers.

All comments on this Engagement Plan can be directed to engagement@ieso.ca.
June 26, 2016

The parameters of the direction included the following additional requirements:

- 1) consultation with distributors;
- 2) attribution of electricity savings to the distributors in relation to achievement of their conservation and demand management (CDM) targets; and
- 3) coordination with gas utilities where appropriate.

This direction follows the Conservation First Framework direction to the IESO on March 31, 2014 which sets out a new CDM framework for the years 2015-2020 to achieve the province's Long Term Energy Plan (LTEP) targets. The objectives of the framework as stated in the LTEP are:

- “Long-term, stable funding for conservation so that customers and LDCs have the certainty they need to implement and deliver programs.
- Customers will be given more program choice along with streamlined oversight and administration.
- LDCs will have accountability for meeting their assigned conservation goals, and will be provided the authority and means for meeting them cost-effectively.
- The new Framework will encourage innovation and the adoption of new technologies.
- While there will be conservation programs available for all residential, commercial and industrial sectors, the value of conservation investments may be higher in some sectors than others.
- There will be renewed efforts to deepen consumer awareness of conservation, and more broadly, of the electricity system.
- Conservation programs for low-income residential customers will be improved.
- For Aboriginal communities, the role of LDCs in the delivery of conservation programs will be enhanced, particularly for on-reserve First Nation customers.
- Industrial and transmission connected customers will continue to have access to the IESO's conservation programs, which will be expanded to facilitate broader program choice and financing flexibility. To ensure value for ratepayers, the new Framework will continue to provide cost-effective conservation programs at less than the cost of new supply.”

III. Objectives

In order to satisfy the Minister's June 10 direction, implementation of the Whole Home pilot program must commence by the end of Fall 2016. Given that there are programs already in market within the gas sector that can be leveraged in order to expedite program

All comments on this Engagement Plan can be directed to engagement@ieso.ca.
June 26, 2016

implementation and benefit consumers with a comprehensive approach to home energy efficiency, the IESO will release a draft design for comment that takes gas utility programs into consideration. The following items will be considered during the engagement for the design of a province-wide whole home pilot program:

- coordinated delivery with gas utilities' existing whole home programs; and
- leveraging opportunities afforded by the Green Investment Fund.

This engagement will not consider any recommendations for changes to the current suite of province wide Save on Energy business programs offered by LDCs.

IV. Interested Parties:

The IESO encourages all interested parties, or their representatives, with an interest in these matters to participate in this engagement. LDCs, gas utilities, residential customers and associations or service providers that represent them should consider providing feedback.

V. Approach and Channels

The implementation of this Engagement Plan will be in accordance with the IESO's approved [engagement principles](#).

This is a public engagement process. All materials will be posted on a dedicated engagement webpage on the IESO website at [insert link]. In addition, any information supplied by interested parties will be posted (with consent) to the designated engagement webpage.

The approach for this engagement initiative includes opportunities to provide input through various channels such as webinars, information sessions, conference calls and/or written feedback. The IESO will consider all relevant input and illustrate how feedback was considered to shape the final design.

The method to be used in this engagement initiative consists of:

Phase 1: Launch of Engagement and Feedback on Proposed Program Design

The IESO will conduct a public webinar to provide context and present the details of this engagement initiative and a proposed program design for a province-wide whole home pilot program. Stakeholders will have the opportunity to ask questions and following the webinar, provide feedback. The proposed program design will include a description of the offer, including the customer incentive, and roles and responsibilities of the gas utilities, LDCs the residential customer, and the IESO.

All comments on this Engagement Plan can be directed to engagement@ieso.ca.
June 26, 2016

Notice of the webinar along with registration details will be provided through email, the weekly LDC E-Blast, the IESO Bulletin and on a webpage dedicated to this engagement. The materials for the webinar will be posted on the engagement's webpage and emailed to registrants a week in advance.

Phase 2: Communicating Outcomes

The IESO will communicate the results of Phase 1 of the engagement to registered stakeholders and on the engagement webpage including the IESO's response to feedback along with the rationale on how feedback was considered to shape the final pilot program design.

VI. Schedule:

Timing	Engagement Activity
Late June	Phase 1: Issue communication re engagement launch, meeting (webinar) and post engagement plan
Mid/Late July	Meeting (webinar) - Seek feedback on pilot program Design
Early August	Deadline for feedback from webinar
August	Phase 2: Communicate outcomes including IESO response to feedback

All comments on this Engagement Plan can be directed to engagement@ieso.ca.
June 26, 2016