

## **IESO Engagement**

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**From:** Tait, Jody  
**Sent:** August 08, 2016 1:32 PM  
**To:** IESO Engagement  
**Subject:** Whole Home Pilot Program Draft Feedback

Good Afternoon,

Please find listed below, questions regarding the **Draft Whole Home Pilot Program** scheduled for release in the Fall of 2016. These are submitted on behalf of the Conservation and Energy Efficiency Department for Canadian Niagara Power Inc. and Algoma Power Inc.

Questions:

1. How will customers who do not have access to natural gas be managed when it comes to the incentives streamed through the Natural Gas companies?
2. What, if any designation/certification will the Energy Advisors have?
3. Will LDC's be involved in the training and awareness processes that the Energy Advisors (specific for their territories) are subject to undergo?
4. Will the Energy Advisors be versed in and able to refer a customer to all of the LDC-specific (local) residential programs/pilots?
5. How will the Whole Home Program manage customers or premises that have taken part in SOE programs previously such as HAP? How will duplication be avoided?
6. What will the initial assessment entail? How in-depth will the assessment be, ie: blower door test?
7. Will Electric Hot Water measures be added to the proposed design measures list?
8. Will the coupons that are passed along to a customer in each LDC territory be provincially allocated or LDC specific? Or will the customer simply be referred to the program and expected to seek out the coupons on their own?
9. HVAC Program referral and Coupons, what if an LDC does not have these programs included in their CDM plan? When the HVAC program wraps up at the end of 2016, will heating and cooling measures be incented under the whole home program through another funding mechanism?
10. Green Investment Fund – is there more information on the logistics of this program, specifically for residents who are not Enbridge or Union Gas customers? Who will the customer deal with for this funding? How will LDC's recognize savings toward their targets stemming from participation in the GIF?
11. Where will proposed incentives for “early replacement” of fridges, freezers, dehumidifiers and window air conditioners come from and who will qualify for these measures? Same for Air Source Heat Pump measures, where will incentives come from?

12. Will the Whole Home **Pilot** Program be offered across the province and align in numbers corresponding with each LDC's customer base, or is it intended to only be available for certain areas?

Thank you for your time and attention to this feedback, looking forward to the results and responses of the engagement process for the Whole Home Pilot Program.

Kind Regards,  
Jody Tait  
Energy Efficiency Advisor  
Algoma Power Inc.  
Toll Free: 1-877-457-7378



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