

IESO

Whole Home Pilot Program



ENGAGEMENT - STAKEHOLDER INPUT

August 10, 2016

A. What opportunities and challenges does the proposed design offer to:

o residential customers?

i. Opportunities:

1. Single point of intake will be very attractive to residential customers, and branding not tied to electric or gas utilities would be least confusing for them. A contracted service organization will be most responsive to manage intake.

o home assessment service organizations and assessment providers?

i. Opportunities:

1. Higher overall assessment fee (assuming contributions from both electric and gas utilities)
2. Market transformation - WH will favour organizations who are certified to perform assessments on both electric and gas systems.

ii. Challenges:

1. Timing of Pilot rollout and capacity of service organizations to effectively manage resource costs. Service organizations will build auditing / CEA capacity to meet anticipated demand, and this is expensive. If the Pilot market rollout is delayed, those hires will negatively impact payroll without work and, subsequently, will leave prior to peak Pilot demand.
2. Cost recovery, if overall assessment fee is only marginally increased and does not cover additional assessment expenses due to complexity of complete home audit.

o LDCs role in the pilot (for complementary local program development, local marketing etc)

i. Opportunities:

1. If WH assessment/audit is shared between electric and gas utilities, per-utility costs for their share of the home audit should decrease.

ii. Challenges:

1. LDC development of complementary local programs will lag far behind the provincial Pilot, leading to a gap between assessments and turnkey options for install for customers. This will have two effects:
 - a. Additional LDC CDM resources needed to develop local programs
 - b. Additional LDC customer service issues
2. Given remaining residential Achievable Potential, which is dominated by lighting (IESO, Aug 2016), and decreasing product cost vs. increased energy savings for LEDs, we're surprised there is no direct install lighting component in the Pilot.

Providing education on coupons will help but direct install would achieve much more.

3. If installs are to be kept separate from Pilot assessment organizations, LDCs might have to manage contractor network.

- ***other service providers for complementary service provision?***

- i. Challenges:

1. What standard will certify auditors? Who will be responsible for agent approval? IESO/OEB/NRCan?
2. Increased demand for customers calling for quotes, but potentially not proceeding with work after determination that rebate levels aren't sufficient or don't cover enough of the proposed costs.

B. What are your thoughts on the proposed incentive levels?

- The differences in incentive levels between Enbridge Gas and Union Gas' respective home conservation programs should be considered/reconciled.

C. What other opportunities should be considered for the design/delivery of the program?

- Contractor / organization certification
 - i. Provincial / federal auditing certification should be standardized, like NRCan for assessment organizations.
- Additional measures:
 - i. Water savings measures - low-flow fixtures and faucets, hot water pipe insulation
 - ii. Smart devices for appliances to utilize off-peak energy rates and help level demand load.