

Whole Home Preliminary Design Questions

1. What will the LDCs need to do to support the gas Utilities to deliver this program?
 - Offer local marketing?
 - Enhance with local program for a more comprehensive offering to customers by complementing with local program for our service area?
 - Others?
2. “Electrically heated homes outside of either Enbridge or Union Gas’ existing service area are anticipated to align with incentives provided via the Green Investment Fund”
 - What incentives will be offered through the GIF for electrically heated homes?
 - What incentives will be offered through the IESO?
 - Who will claim the electricity savings for electrically heated customers that are not in either gas companies’ service territory?
 - Who will claim the electricity savings for electrical measures that are installed for customers that are neither gas nor electrically heated and reside outside of the gas utilities’ service area and are GIF funded?
3. When will the GIF funding become effective? Will it be used to fund customers incremental to the gas DSM and IESO programs once the IESO funding is depleted or will it be operating in parallel to existing programs?
4. Will the new proposed electricity savings measures such as smart thermostats and heat pumps be offered only through this Whole Home Program or as part of an LDC local program or as part of a province-wide program?
 - Is there an opportunity for LDC’s to develop local programs designed around those technologies to offer a more robust incentive, and other incentive delivery options (e.g. air source heat pumps with a larger upfront incentive and available financing, or smart thermostats with a larger incentive)?
5. Is financing being looked into as an incentive offering?
6. Can new measures be added to Whole Home over the course of the CFF?
 - If measures can be added, do they have to be on the M&A list before they are added? If they need to be piloted first, would new measures need to be piloted separately or can they be piloted through the whole home program?
 - Can additional CDM measures be added to boost customer satisfaction and participation (e.g. the Joule IHD)
7. Will the education component also include no-cost conservation opportunities (e.g. behavioural recommendations, such as turning off lights in unoccupied rooms, strategies for programming thermostats, etc.)?
8. What happens after the first year of running the Whole Home pilot?
 - Will LDCs be expected to resubmit their CDM plans including the Whole Home program from 2018-2020 and fund it out of their CFF budgets?

Design Considerations

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

a) Residential customers?

- Hydro One's service territory has both gas utilities operating in it, as well as areas where gas is not offered. This creates confusion about which program and incentive levels will be offered to each customer in Hydro One's service territory.

b) Home assessment service organizations and assessment providers?

- Hydro One wants to ensure that the home assessment service organizations can offer this program to our entire service territory, which could be a challenge finding assessors that can meet this requirement.
- What criteria are being used to assess and hire service organizations? Given the multiple gas and electric service territories, it is important to maintain a consistent service level.

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

- If Hydro One offers local programs for air source heat pumps and smart thermostats to complement the Whole Home program, how would Hydro One get credited for those measures if they are funded through GIF (to customers not in Enbridge's/union gas' service territory and have electric heating)

d) Other service providers for complementary service provision?

- We would like clarification on what this means?

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

- Air source heat pump incentive levels are low. If prices range from \$5,000 - \$15,000 the IESO may need to increase to ensure acceptable payback period for customers to minimize free ridership and maximize participation.

Future Opportunities:

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