

Evelyn Lundhild
Manager, Market Transformation
Independent Electricity System Operator (IESO)
120 Adelaide Street West, Suite 1600
Toronto, ON M5H 1T1

August 6, 2016

Dear Ms. Lundhild:

Re: Stakeholder Feedback on Whole Home Pilot Program Draft Design

This feedback submission letter includes collective feedback from the Residential Working Group on the draft design of the program referred to the subject above.

The Residential Working Group fully supports the development of this type of consumer program and appreciates the IESO's effort in moving forward with the Whole Home pilot. A program of this type is critical to help Ontarians manage energy costs and could play a large role within the LDC's future conservation portfolio.

However, we are disappointed that no engagement/consultation was done earlier with the RWG. We are concerned and are struggling to understand why this is the approach being taken, given the IESO had 19 proposed whole home program applications by LDC's under review and could have had several whole home programs in market (which included gas collaboration) earlier if needed. As you may be aware, in early 2017 the RWG is planning to conduct a review all residential pilots being done in Ontario with the goal of developing a priority list of program development for 2017 and beyond. In spite of the approach being taken with the development of the Whole Home pilot, we hope and remain optimistic that this framework will allow LDC's to be both collaborative and innovative at the same time while looking at additional programs that best fit their customer base.

As you may also be aware the RWG has prioritized its focus in 2016 on the redesign of two very critical consumer programs (The Coupon and HVAC programs). It is critical that any Whole Home pilot supports and enhances the effectiveness of our redesigned programs. Consequently we are offering our ongoing service/support during the pilot phase and beyond. We are confident that our collaborative efforts can help to refine any operational issues and further develop the scope of a Whole Home pilot so any future province wide program will result in a positive customer experience and benefit to both gas and electric conservation efforts in Ontario.

Regards,

John Sherin RWG LDC Chair

cc – Ian Campbell
Duane Orth
Marina Tomasone
Kathleen Cea
Linda Bruce
Sarah Colvin
Eryn Wishnowski
Natalie Cheung