

# ACHIEVING SUCCESS ONE CUSTOMER AT A TIME



A SMALL LDC MAKING A DIFFERENCE

# OTTAWA RIVER POWER CORPORATION

Serving customers of The City of Pembroke, The Village of Beachburg,  
The Village of Killaloe and Almonte Ward

9600 Residential Customers

1280 Small Commercial

150 Greater than 50KW

Customer engagement simpler in small communities. Customers still pay bills in the office and contact employees on the street.

# OTTAWA RIVER POWER CORPORATION

Proud to have a culture of customer engagement

Our employees make conservation a vital part of customer relationships

Referrals made to the CDM manager

# CUSTOMER COLLABORATION

Close customer relationship

Information and advice

Conservation ideas and projects

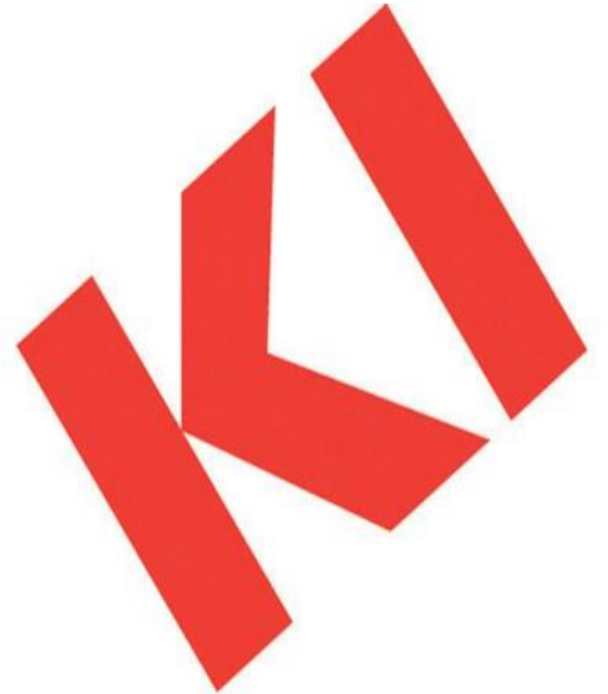
Third party resources

# KI CANADA (KI)

Pembroke's leading manufacturer with an international reputation.

The only Canadian location, with six others in the United States.

KI is the largest commercial customer of Ottawa River Power.



# What They Do

A world-class producer of steel office filing and storage solutions



# ORPC'S RAPPORT WITH KI

- ▶ Emphasis on customer engagement
- ▶ Open door policy
- ▶ Informal structure
- ▶ Purposeful ongoing dialogue
- ▶ Spontaneous meetings

*“Appointments not always necessary – walk ins welcome”*

# INFORMATION AND ADVICE

- ▶ Rate forecasts
- ▶ Retailer information and bill comparison
- ▶ Class “A” or Class “B”
- ▶ Billing
- ▶ Operations



# Working with KI in 2013



**KI Pembroke**

Like This Page · September 9, 2013 · 🌐 · 🌐

KI Pembroke's first annual Energy Awareness event. Thanks for joining us Hydro One, Enbridge Gas and the Ottawa River Power Corporation!

Photo from the Daily Observer



# KI CONSERVATION INITIATIVES

## Electricity Retrofit Incentive Program (ERIP) 2008

- ▶ Original fixtures - 340 Metal Halide Fixtures
- ▶ Energy efficient fixtures - T5 High Bays - zones not in use shut down to conserve
- ▶ Project cost - \$219,000
- ▶ Incentive - \$14,400
- ▶ Annual savings - 717,822 kWh



# KI CONSERVATION INITIATIVES

## ERIP 2010

- ▶ Original fixtures - T12s and remaining metal halides
- ▶ Energy efficient fixtures - T8s and T8 HO Medium Bay Lights
- ▶ Project cost - \$275,000
- ▶ Incentive - \$76,000
- ▶ PEAK savings - 147.71 kW

# KI CONSERVATION INITIATIVES

## Energy Audit 2012

- ▶ ICF Marbek performed a complete energy audit of the facility
- ▶ A detailed report was provided to KI with numerous opportunities for energy and related cost reduction savings



*Paid for by Ottawa River Power Corporation*

# KI CONSERVATION INITIATIVES

## Retrofit 2013

- ▶ Air compressor controller installed, optimizing airflow and pressure across four separate air compressors
- ▶ Project cost - \$15,000
- ▶ Incentive - \$7,500
- ▶ Annual savings - 164,439 kWh



# KI CONSERVATION INITIATIVES

## Retrofit 2015

- ▶ Parking lot, walkways and exterior signage retrofitted with LEDs
- ▶ Project cost - \$20,700
- ▶ Incentive - \$11,700
- ▶ Annual savings - 83,278 kWh



# KI CONSERVATION INITIATIVES

## Retrofit 2016

- ▶ Original fixtures - T8's
- ▶ Energy efficient fixtures - LEDs
- ▶ Project cost - \$138,000
- ▶ Incentive - \$21,000
- ▶ Annual savings - 233,758 kWh

**47% Energy Reduction**

# KI CONSERVATION INITIATIVES

## Retrofit 2017

- ▶ Office lighting retrofit
- ▶ Project cost - \$7,300
- ▶ Incentive - \$4,500
- ▶ Annual savings - 31,699 kWh



# ATTRACTION

\$135,000 total incentives

\$675,000 total projects

Approximately a **35% reduction** in energy usage from 2007 until 2017

# OTTAWA RIVER POWERS STATS

Conservation First Framework Target of 8.72 GWh

To-date achievement of 5.71 GWh  
or **65.6%** towards target

KI contributed to both past and present frameworks

# In the News

- ▶ In November 2013 KI was **featured in the National Research Canada Heads Up CIPEC Newsletter**, “Employee Awareness Campaign Accounts for Nearly 25 Percent Energy Savings at KI”
- ▶ In April 2014 KI won a Canadian Industry Program for Energy Conservation **(CIPEC) Leadership Award** in the category of Employee Awareness and Training. This was presented at Energy Summit 2014 Conference

# From the News to YouTube

In 2017 **KI was highlighted in the IESO video**

“Pillars of Efficiency”

celebrating conservation efforts in Ontario

[https://www.youtube.com/watch?v=n3\\_BC-FBo5g](https://www.youtube.com/watch?v=n3_BC-FBo5g)