

TO: Susan Harrison

FROM: Julie Girvan, SAC Member

RE: IESO Priorities for the 2019-2021 Business Plan

DATE: March 7, 2018

I was unable to attend the SAC meeting on February 21, 2018. At that meeting SAC members were asked to identify electricity sector priorities that should be considered by the IESO in their 2019 to 20121 business plan. From the residential consumer perspective we believe that the IESO should, in its business planning process consider the following key issues:

1. The Ontario natural gas utilities are currently delivering demand side management programs (DSM) with a combined annual budget of approximately \$130 million per year (over the period 2015-2020). In addition, the IESO is overseeing the delivery of conservation and demand management programs by Ontario's electricity utilities over the same period. In addition, the Ontario Government has recently established the Green Ontario Fund that is providing conservation programs to homes and businesses. It will be important for the IESO to work closely with the Ontario Government and the natural gas utilities to ensure that conservation programs are coordinated and undertaken in a cost effective manner. I have concerns about overlap and customer confusion with different entities involved in program development and delivery. This should be a high priority for the IESO.
2. The IESO has indicated its intent to develop an innovation strategy in consultation with stakeholders. The development of this strategy will be important as new technologies emerge in the coming years. Innovation should be primarily focused on delivering value for customers.
3. We support the IESO in its initiatives to continue to be more transparent about all of its activities. We also see a continued need for the IESO to work with other organizations and agencies to support customer education in the electricity sector.