

IESO Engagement

From: Utilia Amaral
Sent: April 26, 2017 8:19 PM
To: IESO Engagement
Subject: peaksaver Plus Comments

The peaksaver PLUS program has been very successful in engaging Ontario customers who are early adopters of energy efficiency technology and in delivering significant load shifting capacity for the Province. As this program is being phased out, there is an opportunity to retain the engaged customer base in order to continue delivering demand response resource. After all, the participating customers are the key assets of the peaksaver Plus, not the (outdated) technology.

In order to maximize customer retention and loadshed capability, the pager-based thermostats and direct load control devices can be transitioned to smart thermostats. This model is being used successfully elsewhere in North America, proving that new technology and customer-centric marketing can retain customers in an upgraded program and continue to deliver the resource capability for the market.

Similarly, we believe IESO and the LDCs can build upon the existing peaksaver Plus foundation and embark on a strategy to replace the outdated technology while continuing to keep the customers engaged. To summarize our comments are:

- 1) Nest is supportive of transitioning the peaksaver Plus customers to a DR auction model. peaksaver Plus customer are a resources that could be leveraged in a DR auction.
- 2) Nest is supportive of replacing old devices with smart technology and allowing remaining functional peaksaver Plus devices to form part of the DR auction model
- 3) Nest promotes a collaborative approach where aggregators and LDCs can participate.
- 4) Nest is interested in participating the future design and decision making process as peaksaver Plus is phased out.

Should require additional information or input, please do not hesitate to contact us.

Regards,

Utilia

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