

# Feedback Form

## 2021-2024 Conservation and Demand

## Management Framework – Mid-Term Review

April 22, 2022

### Feedback Provided by:

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Following the April 22, 2022 webinar on the 2021-2024 Conservation and Demand Management Framework – Mid-Term Review, the IESO is seeking feedback from participants on information presented at the April session or for any other areas of clarification.

The referenced presentation can be found under the April 22, 2022 entry on the <https://ieso.ca/en/Sector-Participants/Engagement-Initiatives/Engagements/Conservation-and-Demand-Management-Mid-Term-Review>.

**Please provide feedback by May 12, 2022 to [engagement@ieso.ca](mailto:engagement@ieso.ca).** To promote transparency, this feedback, if provided in an AODA-compliant format (e.g. using this form) will be posted on the [CDM-MTR engagement webpage](#) unless otherwise requested by the sender.

Thank you for your time.

# Proposed Discussion Questions from the April 22 presentation materials

Topic	Feedback
Are there any emerging system needs or demand trends that IESO should be considering?	<p>We are increasingly seeing more requests for demand at the local level as a result of emerging customer needs around electrification and net zero commitments. As such, forecasted electricity demand and peak demand is increasing in specific areas of our distribution territory. This is happening at a pace that will not be captured within the regional planning process in its current cadence (every four years). Expanding Conservation and Demand Management to meet system needs at the local level is an important avenue to help address some of these emerging needs as they materialize between planning cycles and for the long-term planning strategy. LDCs are at the table with customers gaining these insights and are uniquely positioned to identify evolving customer needs and opportunities for expanding and supporting CDM programming to serve those needs.</p>

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How are customer needs changing? Are there emerging issues for your customer segment that should be considered?

Customers are more focused on reducing emissions. These expectations are driven by net-zero emissions goals pursued by governments, municipalities, organizations, investors and businesses. Planning for zero carbon transitions includes varying levels of investments in energy efficiency, fuel switching, renewables, and offsets. This requires longer term thinking and decision making.

Future utility rates, carbon pricing, and investments in new technologies that shift focus to new fuels, systems and technologies are making investment decisions more challenging due to costs. More CDM programming with flexibility to include creative technology and solutions, accompanied with appropriate incentives will help address this challenge and allow customers to manage the cost of their electricity bill.

More customers are turning to utilities for guidance towards their smart energy future. As such, utilities are uniquely positioned to offer tailored programs that serve specific customer needs in different segments. With that in mind, we recommend IESO pursue a more decentralized model that leverages the unique value LDCs and local energy companies can offer due to the strong relationships we have with our customers and the trusted energy advisor role we already have in place.

Topic	Feedback
	<p>Hydro Ottawa is already working closely with our Municipality on Energy Evolution, which is the City of Ottawa’s Community Energy Transition Strategy to ensure good coordination and collaboration on the different programs and activities being offered. Even more coordination and collaboration between IESO programs, Federal Programs, and Municipal programs will further contribute to a better overall customer experience. Utilities are well positioned to deliver the required education and guide customers through the energy transition and their energy efficiency needs while continuing to be a strong advocate on their behalf.</p>

Topic	Feedback
<p>What program changes/new program opportunities might be beneficial to address emerging customer needs?</p>	<p>Fuel switching and beneficial electrification programs to address challenges above and to support asset transition plans towards net zero.</p> <p>Residential programs to retrofit buildings that would reduce electricity use, for example low income electric hot water tanks or demand response programs. Specifically including low income housing that may or may not have the end consumer paying the electricity bill. In addition, providing specific programs or higher levels of funding for vulnerable groups that would otherwise not have the ability to invest in these programs.</p> <p>Grid enabled strategies and programs that encourage the deployment of Energy Efficiency solutions that deliver both customer value and system value in targeted areas will help address local constraints where traditional infrastructure may not be viable due to implementation time constraints.</p> <p>LDCs are also uniquely positioned to offer upstream solutions by working directly with the distribution supply chain and trade allies to promote greater adoption of energy efficient solutions and enable a more seamless customer experience.</p>
<p>How has COVID impacted your business? Do you foresee additional challenges as your business recovers from the impacts of the pandemic that may impact your ability to implement energy efficiency projects?</p>	<p>Supply chain issues due to increased demand and delays in receiving equipment have impacted some customers implementing energy efficiency projects.</p> <p>Change in customer load shape. Some of which will be maintained with more mix of work from home in the future and change in commercial work processes and practices.</p>

Topic	Feedback
Are there systemic barriers that your organization or community faces when undertaking energy efficiency projects?	Limited program opportunities to integrate Distributed Energy Resources into the grid to support constraint areas.

### Other General Comments/Feedback:

With LDCs encouraged to leverage CDM programming and other Non Wired Alternatives(NWA) to address their own system needs with the CDM Guidelines, during the evaluation they should be able to stack all system benefits (avoided generation, transmission and local distribution) together when calculating cost effectiveness of any particular local program or NWA for the purpose of determining the lowest cost solution. This is currently a gap for local programming led by an LDC leveraging the OEB CDM guidelines. Also, provincially delivered CDM programming ignores any potential local system benefit. There is an opportunity to increase the efficiency (value) of CDM programming by including all system benefits for these kinds of evaluations.