

# 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
<p>Are there any emerging system needs or demand trends that IESO should be considering?</p>	<p><b>Decarbonization Goals:</b> Until recently, Ontario had projected a surplus electricity generation capacity and energy into 2030s, which led logically to system efficiency and affordability being policy priorities. However, pursuing Net Zero 2050 (NZ2050) targets changes the outlook significantly because it will result in a large increase in the use of cleaner forms of energy. The electrification of transportation and building will result in a significant increase in the demand and consumption of electricity, increasing the importance of conservation and demand management in keeping the system cost-effective and reliable.</p> <p><b>Decentralization:</b> Investment by customers in new technologies and innovations that offer them greater autonomy over their energy use is steadily increasing. These distributed energy resources represent more existing infrastructure investments, and can include renewable generation, energy storage, combined heat and power, electric vehicle charges, smart thermostats, and microgrids.</p>
<p>How are customer needs changing? Are there emerging issues for your customer segment that should be considered?</p>	<p><b>Customer Load Shape:</b> Some OEA members have indicated that customer load shapes are changing as more customers maintain a mix of work from home in the future as well as changes in commercial work processes and practices. Programs should be flexible to be responsive to these changes.</p>

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<p>What program changes/new program opportunities might be beneficial to address emerging customer needs?</p>	<p><b>Greater Decentralization:</b> Ontario should pursue a decentralized delivery model for energy efficiency and energy conservation programs, taking advantage of the strong relationships that utilities and energy services companies have with consumers.</p> <p>Energy companies have the insights required to best deliver energy efficiency programs to customers; both residential (houses, apartments, and condominiums) and businesses (commercial and industrial), which require specifically tailored programs depending size, location on the energy system, region of the province (North v. South) and/or their particular line of business/industry. A decentralized delivery model would take the greatest advantage of the creativity and nimbleness of utilities and energy companies compared to the current centralized structure.</p> <p>Ontario has been very successful in developing a new capacity auction in which demand response resources compete to provide low-cost energy capacity to our system. Demand response aggregators bring together electricity users who are willing to reduce their consumption in times of peak need. By reducing peak demand, the reliance on expensive, under-utilized peaking resources is reduced and in most cases carbon emissions are lowered. This resource has the potential to grow and to cost-effectively enhance Ontario’s grid capacity with existing aggregation strategies.</p> <p><b>Program Co-ordination:</b> There are energy efficiency activities led by the IESO, by the federal government, and by consumers acting independently to reduce their energy costs. Coordination of all these programs and activities will be required to ensure energy efficiency efforts are complementary, to help customers navigate what can be a confusing landscape with education, and protect customers from unethical business practices. These efforts should leverage the trust and influence that utilities have given their customer-facing relationship and influence as a source of information and advice.</p>

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<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><b>Supply Chain Disruption:</b> Some OEA members have indicated that supply chain issues continue to impact customers implementing energy efficiency projects. Supply chain issues have resulted in delays in receiving equipment and/or increase in costs.</p>
<p>Are there systemic barriers that your organization or community faces when undertaking energy efficiency projects?</p>	<p><b>Skilled Labour Shortage:</b> Some OEA members have indicated that many companies (e.g., utilities, service providers, end-users) are short staffed and/or have lost a significant amount of institutional knowledge over the last two years making it difficult to move energy efficiency project/programs forward.</p> <p><b>Limited DERs Opportunities:</b> Some OEA members have indicated that there are limited program opportunities to integrate DERs into the grid to support constrained areas.</p>

Other General Comments/Feedback: