

# Energy Assistance Programming Working Group Final Terms of Reference August 1, 2019

## I. Introduction:

As part of the suite of energy-efficiency programs, the IESO is delivering the Save on Energy Home Assistance Program (HAP) to help low-income consumers reduce their energy costs and increase their home comfort. HAP participants receive in-home energy assessments and installation of no-cost energy-efficient upgrades. Examples of these upgrades include: replacement of lighting and appliances, and installation of improved insulation. The HAP delivery strategy is designed to generate impactful energy savings to the widest number of participants. See Appendix A for the IESO HAP Delivery Principles.

To support the success of the HAP delivery strategy, an Energy Assistance Programming (EAP) Working Group will be established. The activities of the EAP Working Group are guided by the IESO [Engagement Principles](#). These terms of reference outline the role of the EAP Working Group.

## II. Objectives and Scope:

The main objective of the EAP Working Group is to maximize the effectiveness of energy efficiency programming for the low-income customer segment. The working group will do this by identifying opportunities for making enhancements to and increasing awareness of HAP. The EAP Working Group will provide a forum to gather feedback and discuss the elements of program design, operations and outreach for HAP programming with key stakeholder groups and communities. These groups are anticipated to include, social service agencies, suppliers, and other public sector and non-profit organizations serving low-income customers. The IESO anticipates discussions with the working group members on the following key areas:

- Needs of the low-income customer segment
- Experience with the current HAP
- Ways to remove participation barriers to increase program reach
- Opportunities for increasing cross-program coordination, partnerships and promotion
- Experience with similar programming in Ontario and/or in other jurisdictions
- Topics for future market research
- New discussion topics may be introduced as needed

The feedback and advice provided by members will be used to inform IESO decisions with respect to potential changes and enhancements to HAP and other energy assistance activities.

### **III. Organization of Meetings:**

Normal order of business will include:

- a) An IESO representative will chair the meetings. The Chair may act as the facilitator for the meeting. A separate facilitator may be used from time to time.
- b) Meetings will take place at a minimum of twice a year at the IESO offices. Meeting frequency may be adjusted as required based on timing of related activities (e.g., work plans for program changes, timing of evaluation results, etc.).
- c) In-person attendance will be required. In the event that a member cannot attend the meeting, the member may send a delegate, or call into the meeting via conference call, if approved by the Chair in advance of the meeting. The absent member will also have the opportunity to provide written feedback on meeting materials following the meeting.
- d) The IESO will endeavour to circulate meeting agendas and supporting materials two weeks in advance of the meetings. The meeting agenda and supporting materials will include a standing item on updates surrounding program activities. The material will be made available on the IESO website, along with summary notes following the meeting.
- e) The IESO will develop draft meeting summaries. Each meeting summary will be circulated to the EAP Working Group members for review approximately five business days following each meeting. Members will be required to review the draft meeting summary and provide any comments to the Chair within five business days of receiving the materials. The Chair will endeavour to post the final meeting summary within three weeks following each meeting.
- f) The EAP members will have opportunities to make presentations in addition to regular participation in meeting discussions. It will be expected that the EAP Working Group members will endeavour to make materials available in advance when making a presentation.
- g) The Chair will coordinate meeting attendance. Meeting invitations are not to be forwarded to non-members without the consent of the Chair.
- h) Members are expected to follow the Terms of Reference.

### **IV. Composition of the EAP Working Group:**

The EAP Working Group will be comprised of a maximum of 12 members that represent a range of stakeholder groups and communities. The composition will place a preference on subject matter experts who are actively engaged with low-income support services. The IESO

will strive to find balanced representation between diversity of experience, geography and stakeholders and communities.

Members are expected to commit time to support the work of the EAP Working Group through advanced review of meeting materials, regular attendance and active participation at scheduled meetings, and timely completion of any action items.

Direct meeting participation will be limited to the EAP Working Group members. The IESO may invite observers to attend one or more of the meetings. Observers may be invited to provide comment or ask questions at the discretion of the EAP Working Group's Chair. The IESO will select members from the list of interested individuals. The IESO will periodically review membership to ensure that the working group has a balanced representation. The selected membership will be posted on the IESO website.

#### **V. Communication:**

- a) An EAP Working Group public-facing webpage within the Engagement Initiatives Section of the IESO website will be created. Documents to be posted include: Terms of Reference, meeting agendas, formal presentations, meeting summaries, and written input received.
- b) Components of meeting materials and outcomes may be shared with stakeholders and the broader community through highlights on the engagement webpage, and the IESO's weekly bulletin, and other communications channels including social media as appropriate. The content will not be attributed to an individual EAP Working Group member without that member's consent.
- c) General information provided in meeting materials should be considered public and can be shared freely. The IESO will inform members when information should be treated as confidential.
- d) Members will be encouraged to communicate information surrounding the working group activities to the stakeholder groups and communities that they represent.

## Appendix A: IESO Home Assistance Program (HAP) Delivery Principles

### **Core Principles:**

#### **Customer focus**

- Ensuring participant experience through the program is consistently positive, and that participant issues are resolved swiftly and with a customer focus
- Protection of participant privacy and preservation of customer trust
- Fostering a positive experience for all individuals and partners that interact with the program delivery team

#### **Delivery of impactful programming**

- Deployment of HAP to deliver impactful energy- and cost-saving measures to participants
- Cross-promotion of other eligible programs to participants, when applicable

#### **Equitable delivery province-wide**

- Serving all areas of the province adequately and equitably
- Identifying and targeting under-served communities and populations

#### **Value for ratepayers and realization of meaningful savings**

- Delivering HAP with a focus on efficiencies, value and responsible provision of ratepayer funds
- Approaching programming activities with a focus on maximizing savings and impact, for both customers and the system

#### **Effective stakeholder, community and partner engagement**

- Support in the identification of, and regular communications and updates to, a core group of stakeholders
- Effective coordination of activities with channel partners