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September 30th, 2014

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
P.O. Box 2319
27th Floor
2300 Yonge Street
Toronto, ON M4P 1E4

Dear Ms. Walli:

**Re: Veridian Connections Inc's 2013 Conservation and Demand Management Annual Report
Board File No. EB-2010-0215**

In accordance with section 2.2 of the Ontario Energy Board's Conservation and Demand Management ("CDM") Code for Electricity Distributors please find attached the 2013 CDM Annual Report for Veridian Connections Inc.

Please do not hesitate to contact me if you require further information. I can be reached at 905-427-9870, extension 3274.

Yours truly,

Original signed by

Steve Zebrowski
Regulatory & Key Projects Specialist

The power to make your community better.

Veridian Connections is a wholly owned subsidiary of Veridian Corporation



Veridian Connections Inc.

Conservation and Demand Management 2013 Annual Report

**Submitted to:
Ontario Energy Board**

Submitted on September 30, 2014

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Executive Summary

This annual report is submitted by Veridian Connections Inc. (“Veridian”) in accordance with the filing requirements set out in the CDM Code (Board File No. EB-2010-0215), specifically Appendix C Annual Report Template, as a progress report and modification to Veridian Strategy. Accordingly, this report outlines Veridian’s CDM activities for the period of January 1, 2013 to December 31, 2013. It includes net peak demand and net energy savings achieved from 2011, 2012 and 2013, with discussion of the current/future CDM framework, CDM program activities, successes and challenges, as well as forecasted savings to the end of 2014. The format of this report follows a template provided by the Electricity Distributors Association, which was originally prepared in consultation with OEB staff.

Veridian did not apply for any Board-Approved CDM Programs during 2013; however, as noted in the CDM guidelines, released April 26, 2012, the Ontario Energy Board (“OEB”) has deemed Time-of-Use (“TOU”) pricing a Province-wide Board-Approved CDM Program. The Ontario Power Authority (“OPA”) is to provide measurement and verification on TOU. At the time of this report the OPA has not released any verified results of TOU savings to Veridian.

In 2011, Veridian contracted with the Ontario Power Authority (“OPA”) to deliver a portfolio of OPA-Contracted Province-Wide CDM Programs to all customer segments including residential, commercial, institutional, industrial and low income. These programs were rolled-out by the OPA in June 2011. In 2011 Program activities were centered on building a foundation for full program execution over the next three years of the program term, including staffing, procurement, and program delivery.

In 2012 Veridian continued its focus on the effective delivery of the entire suite of OPA province-wide CDM programs. While the majority of OPA Program initiatives had been brought to market during 2011, further progress was made during 2012 by bringing the Home Assistance Program to market, entering into an agreement with Union Gas to leverage the use of one their Key Account Managers, and facilitating the hiring of an Embedded Energy Manager by a large customer.

In 2013, Veridian placed an increased emphasis on its large commercial, institutional and industrial customers, due to the substantial CDM potential within these customer classes. In order to accomplish this task, Veridian contracted the services of two Roving Energy Managers, and supported the retention of second Embedded Energy Manager by another large customer.

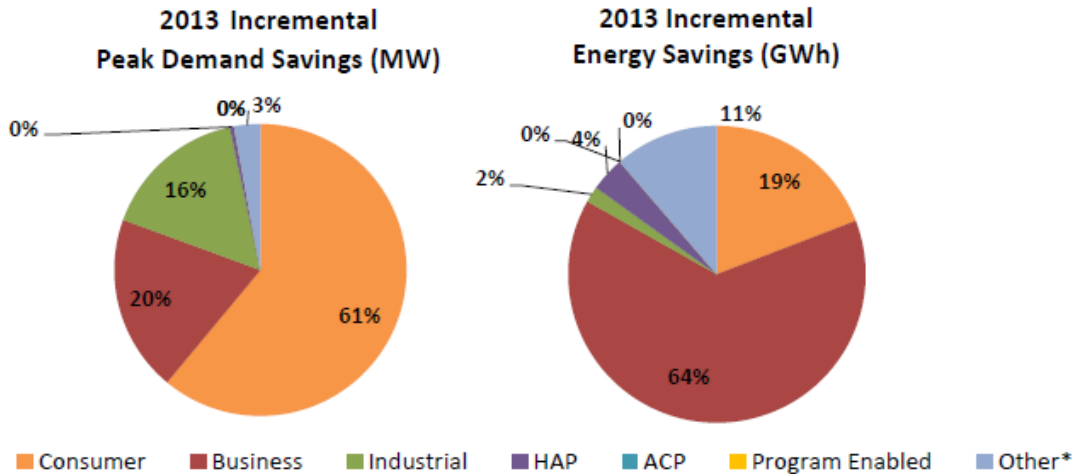
As a result of its efforts during 2013, Veridian achieved 6.3 MW of net incremental demand savings and 8.7 GWh of net incremental energy savings for the year. When combined with the 2011 and 2012 savings achievements, the total energy savings to the end of 2013 represent 69.0% of Veridian’s 2014 target of 115.7 GWh. The total demand savings to the end of 2013 represent 35.7% of Veridian’s 2014 target of 29.05 MW, assuming that demand response resources remain in place until 2014. Further details are presented in the following excerpt from Veridian’s 2013 progress report as compiled by the OPA:

FINAL 2013 Progress to Targets	2013 Incremental	Program-to-Date Progress to Target (Scenario 1)	Scenario 1: % of Target Achieved	Scenario 2: % of Target Achieved
Net Annual Peak Demand Savings (MW)	6.3	6.0	20.5%	35.7%
Net Energy Savings (GWh)	8.7	79.8	69.0%	69.0%

Scenario 1 = Assumes that demand response resources have a persistence of 1 year

Scenario 2 = Assumes that demand response resources remain in the LDC service territory until 2014

Achievement by Sector



**Other includes adjustments to previous years' results and savings from pre-2011 initiatives*

Veridian's 2011-14 CDM Strategy projected that delivery of OPA CDM Programs would enable it to meet approximately 74% of its demand reduction target and 88% of its electricity consumption target, with further contributions expected by the OEB's Time-of-Use electricity pricing initiative. The level of 2011-13 energy savings and demand reduction outlined above falls below the 2013 performance milestone set out in Veridian's Strategy.

While Veridian is optimistic about the impact of the additional Energy Manager resource that it has put into place in 2013, it is clear that attainment of its 2014 targets represents a significant challenge. The challenge has been exacerbated by the loss of CDM potential within the business operations of some of Veridian's largest customers. Since 2011 Veridian has experienced a decline in the number of customers classified as Large Use (>5 MW). The number of customers in this customer class declined from five to two, with one of the reductions due to the complete closure of a large manufacturing facility. The closure took place in 2013.

During the remainder of the 2011-14 CDM framework, Veridian will continue to pursue energy and demand savings through all available OPA initiatives, with a particular emphasis on its large commercial, industrial and institutional customers, where the largest potential resides. It will also continue to support the refinement and expansion of OPA CDM programs that deliver value to customers and have the potential to contribute to Veridian's 2014 targets.

Background

On March 31, 2010, the Minister of Energy and Infrastructure of Ontario, under the guidance of sections 27.1 and 27.2 of the *Ontario Energy Board Act, 1998*, directed the Ontario Energy Board (“OEB”) to establish Conservation and Demand Management (“CDM”) targets to be met by electricity distributors. Accordingly, on November 12, 2010, the OEB amended the distribution license of Veridian to require Veridian, as a condition of its license, to achieve 115.74 GWh of energy savings and 29.05 MW of summer peak demand savings, over the period beginning January 1, 2011 through December 31, 2014.

In accordance with the same Minister’s directive, the OEB issued the Conservation and Demand Management Code for Electricity Distributors (the “Code”) on September 16, 2010. The code sets out the obligations and requirements with which electricity distributors must comply in relation to the CDM targets set out in their licenses. To comply with the Code requirements, Veridian submitted its CDM Strategy on June 13, 2011 which provided a high level of description of how Veridian intended to achieve its CDM targets.

The Code also requires a distributor to file annual reports with the Board. This is the third Annual Report by Veridian and has been prepared in accordance with the Code requirement and covers the period from January 1, 2013 to December 31, 2013.

Veridian submitted its 2011 Annual Report on September 28, 2012 which summarized the CDM activities, successes and challenges experienced by Veridian for the January 1, 2011 to December 31, 2011 period. The OEB’s 2011 CDM Results report identified that the delay in the full suite of CDM Programs being made available by the OPA, and the absence of some programs negatively impacted the final 2011 results for the LDCs. This issue was also highlighted in Volumes I & II of the Environmental Commissioner’s Report on Ontario’s Annual Energy Conservation Progress.

On December 21, 2012, the Minister of Energy directed the Ontario Power Authority (OPA) to fund CDM programs which meet the definition and criteria for OPA-Contracted Province-Wide CDM Programs for an additional one-year period from January 1, 2015 to December 31, 2015.

The Ministerial Directive did not amend the timelines for LDCs to achieve their energy savings and demand savings targets. Therefore, the main focus of the LDCs remains the achievement of CDM targets by December 31, 2014.

Veridian submitted its 2012 Annual Report on September 30, 2013 which summarized the CDM activities undertaken by Veridian for the January 1, 2012 to December 31, 2012 period. The OEB’s 2012 CDM Results report identified that the majority of LDCs achieved close to 20% of their net peak demand (MW) target from their 2012 results. However, LDCs generally advised the Board that meeting their peak demand (MW) target is not likely and that a shortfall is expected.

During 2012, LDCs collectively achieved approximately 8% of the energy savings (GWh) target, which is slightly below the 10% incremental annual savings needed each year to achieve the energy savings target. Overall the cumulative results represent approximately 65% of the net energy target of 6,000 GWh.

LDC 2012 CDM reports identified that although there had been improvements to programs there still remained some shortcoming to the design and delivery of certain initiatives that resulted in a negative impact to some programs. In particular, it was noted that the change management process still required improvement to expedite

enhancements to initiatives. The report also noted that certain initiatives may be reaching the point of market saturation and that new initiatives may need to be developed in order to take the place of the existing initiatives.

1 Board-Approved CDM Program

1.1 Introduction

In its Decision and Order dated November 12 2010 (**EB-2010-0215 & EB-2010-0216**), the OEB ordered that, (to meet its mandatory CDM targets), “Each licensed electricity distributor must, as a condition of its license, deliver Board-Approved CDM Programs, OPA-Contracted Province-Wide CDM Programs, or a combination of the two”.

At this time, the implementation of Time-of-Use (“TOU”) Pricing has been deemed as a Board-Approved Conservation and Demand Management (“CDM”) program that is being offered by Veridian in its service area.

1.2 TOU Pricing

1.2.1 Background

In its April 26, 2012 CDM Guidelines, the OEB recognized that a portion of the aggregate electricity demand target was intended to be attributable to savings achieved through the implementation of TOU Pricing. The OEB establishes TOU prices and has made the implementation of this pricing mechanism mandatory for distributors. On this basis, the OEB has determined that distributors will not have to file a Board-Approved CDM program application regarding TOU pricing. The OEB has deemed the implementation of TOU pricing to be a Board-Approved CDM program for the purposes of achieving the CDM targets. The costs associated with the implementation of TOU pricing are recoverable through distribution rates, and not through the Global Adjustment Mechanism (“GAM”).

In accordance with a Directive dated March 31, 2010 by the Minister of Energy and Infrastructure, the OEB is of the view that any evaluations of savings from TOU pricing should be conducted by the OPA for the province, and then allocated to distributors. Veridian will report these results upon receipt from the OPA.

The OPA had retained The Brattle Group as the evaluation contractor and has been working with an expert panel convened to provide ongoing advice on methodology, data collection, models, savings allocation, etc. The initial evaluations were conducted in 2013 with five LDCs – Hydro One, THESL, Ottawa Hydro, Thunder Bay and Newmarket. Preliminary results from these five LDCs were issued to the five LDCs involved in the study in August 2013 and are now publically available on the OPA website. Preliminary results demonstrated load shifting behaviours from the residential customer class.

Three additional LDCs were added to the study in 2014 – Cambridge-North Dumfries, PowerStream and Sudbury. Preliminary results from this study are planned to be issued to the eight LDCs in September 2014. The OPA advised that the TOU study will be complete in the summer of 2015 and final verified savings will be available for LDCs to include in the 2014 Annual Report.

As of September 30, 2014, the OPA has not released any verified results of TOU savings to Veridian. Therefore Veridian is not able to provide any verified savings related to LDC’s TOU program at this time.

1.2.2 TOU PROGRAM DESCRIPTION

Target Customer Type(s): Residential and small business customers (up to 250,000 kWh per year)

Initiative Frequency: Year-Round

Objectives: TOU pricing is designed to incent the shifting of energy usage. Therefore peak demand reductions are expected, and energy conservation benefits may also be realized.

Description: In August of 2010, the OEB issued a final determination to mandate TOU pricing for Regulated Price Plan (“RPP”) customers by June 2011, in order to support the Government’s expectation for 3.6 million RPP consumers to be on TOU pricing by June 2011, and to ensure that smart meters funded at ratepayer expense are being used for their intended purpose.

The RPP TOU price is adjusted twice annually by the OEB. A summary of the RPP TOU pricing is provided below:

RPP TOU Effective Date	Rates (cents/kWh)		
	On Peak	Mid Peak	Off Peak
November 1, 2010	9.9	8.1	5.1
May 1, 2011	10.7	8.9	5.9
November 1, 2011	10.8	9.2	6.2
May 1, 2012	11.7	10.0	6.5
November 1, 2012	11.8	9.9	6.3
May 1, 2013	12.4	10.4	6.7
November 1, 2013	12.9	10.9	7.2
May 1, 2014	13.5	11.2	7.5

Delivery: The OEB set the rates; LDCs install and maintain the smart meters and convert customers to TOU billing.

Initiative Activities/Progress:

Veridian began transitioning its RPP customers to TOU billing in March 2010. At December 31st, 2013, approximately 97,900 RPP customers were on TOU billing.

1.3 Veridian’s Application with the OEB

Veridian did not submit a CDM program application to the OEB in 2013.

1.4 Veridian's Application with the OPA's Conservation Fund

In 2013, the OPA introduced the Conservation Fund to help meet LDC's interest in the development and launch of new local, regional and province-wide initiatives. The Conservation Fund's LDC Program Innovation Stream fast-tracks LDC-led program design and the launch of successfully piloted initiatives prior to full scale deployment. By driving program innovation through the Conservation Fund, LDCs have the opportunity to both realize additional savings through the piloting and implementation of initiatives not currently addressed by the OPA portfolio and the means to test concepts for future local or province wide programs post 2014. As per the OPA, as of March 2014, three pilots have been contracted and are underway with Toronto Hydro and Niagara Peninsula Energy and ten others are in various stages of the contracting and development process.

In addition, building on LDC interest in social benchmarking services for the residential sector, in 2013 the Conservation Fund in collaboration with Hydro One, Milton Hydro and Horizon Utilities completed the procurement of three social benchmarking pilot projects. Beginning in 2014 these services will be offered to more than 100,000 customers for a one year period, with evaluation reports published shortly thereafter.

Veridian did not submit a CDM program application to the OPA's Conservation Fund in 2013.

2 OPA-Contracted Province-Wide CDM Programs

2.1 Introduction

Effective February 3, 2011, Veridian entered into an agreement with the OPA to deliver CDM programs extending from January 1, 2011 to December 31, 2014, which are listed below. Program details are included in Appendix A. In addition, results include projects started pre 2011 which were completed in 2011:

Initiative	Schedule	Date schedule posted	Veridian in Market Date
Residential Programs			
Appliance Retirement	Schedule B-1, Exhibit D	Jan 26, 2011	Feb 3, 2011
Appliance Exchange	Schedule B-1, Exhibit E	Jan 26, 2011	May 14, 2011
HVAC Incentives	Schedule B-1, Exhibit B	Jan 26, 2011	Jan 1, 2011
Conservation Instant Coupon Booklet	Schedule B-1, Exhibit A	Jan 26, 2011	Apr 1, 2011
Bi-Annual Retailer Event	Schedule B-1, Exhibit C	Jan 26, 2011	Mar 30, 2011
Retailer Co-op	n/a	n/a	Directly delivered by the OPA
Residential Demand Response	Schedule B-3	Aug 22, 2011	Jan 1, 2011 for peaksaver® Extension
New Construction Program	Schedule B-2	Jan 26, 2011	Feb 28, 2011
Home Assistance Program	Schedule E-1	May 9, 2011	Jul 6, 2012
Commercial & Institutional Programs			
Efficiency: Equipment Replacement	Schedule C-2	Jan 26, 2011	Feb 3, 2011
Direct Install Lighting <ul style="list-style-type: none"> • General Service <50 kW 	Schedule C-3	Jan 26, 2011	Jun 17, 2011
Existing Building Commissioning Incentive	Schedule C-6	Feb 2011	May 25, 2011
New Construction and Major Renovation Initiative	Schedule C-4	Feb 2011	Nov 17, 2011
Energy Audit	Schedule C-1	Jan 26, 2011	Feb 3, 2011
Commercial Demand Response <ul style="list-style-type: none"> • General Service <50 kW 	Schedule B-3	Jan 26, 2011	Apr 5, 2011
Industrial Programs - General Service 50 kW & above			
Process & System Upgrades	Schedule D-1	May 31, 2011	Apr 5, 2011
Monitoring & Targeting	Schedule D-2	May 31, 2011	Apr 5, 2011
Energy Manager	Schedule D-3	May 31, 2011	Apr 5, 2011
Key Account Manager ("KAM")	Schedule D-4	May 31, 2011	May 2012
Efficiency Equipment Replacement Incentive <ul style="list-style-type: none"> • (part of the C&I program schedule) 	Schedule C-2	May 31, 2011	Feb 3, 2011
Demand Response 3	Schedule D-6	May 31, 2011	Apr 5, 2011

In addition, results were realized towards LDC’s 2011-2014 target through the following pre-2011 programs:

- Electricity Retrofit Incentive Program
- High Performance New Construction
- Multifamily Energy Efficiency Rebates

As per the table below, several program initiatives are no longer available to customer or have not been launched in 2013.

Not in Market	Objective	Status
Residential Program		
Midstream Electronics	Encourages retailers to promote and sell high efficiency televisions, and for distributors to distribute high efficiency set top boxes.	Did not launch and removed from Schedule in Q2, 2013.
Midstream Pool Equipment	Encourage pool installers to sell and install efficient pool pump equipment in residential in-ground pools.	Did not launch and removed from Schedule in Q2, 2013.
Home Energy Audit Tool	This is a provincial online audit tool to engage customers in conservation and help drive customer participation to CDM programs.	Did not launch and removed from Schedule in Q2, 2013.
Commercial & Institutional Program		
Direct Service Space Cooling	Offers free servicing of air conditioning systems and refrigeration units for the purpose of achieving energy savings and demand reduction.	Did not launch in 2011/2012. As per the OPA there no plans to launch this Initiative in 2013.
Demand Response 1 (“DR1”)	This initiative allows distribution customers to voluntarily reduce electricity demand during certain periods of the year pursuant to the DR 1 contract. The initiative provides DR payment for service for the actual electricity reduction provided during a demand response event.	No customer uptake for this initiative. As a result this Initiative was removed from the Schedule in Q4, 2012.
Industrial Program		
DR1	As above	No customer uptake for this initiative. Removed in Q4, 2012.

The Master CDM Program Agreement includes program change management provision in Article 3. Collaboration between the OPA and the Local Distribution Companies (LDCs) commenced in 2011, and continued in 2012, as the change management process was implemented to enhance the saveONenergy program suite. The change management process allows for modifications to the Master Service Agreement and initiative Schedules. The program enhancements give LDCs additional tools and greater flexibility to deliver programs in a way that meets the needs of customers and further drives participation in the Initiatives.

2.2 Program Descriptions

Full OPA-Contracted Province-Wide CDM Program descriptions are available on the OPA's website at <http://www.powerauthority.on.ca/lcd-province-wide-program-documents> and additional initiative information can be found on the saveONenergy website at <https://saveonenergy.ca>. The targeted customer types, objectives, and individual descriptions for each Program Initiative are detailed in Appendix A.

2.2.1 RESIDENTIAL PROGRAM

Description: Provides residential customers with programs and tools to help them understand and manage the amount of energy they use throughout their entire home and help the environment.

Objective: To provide incentives to both existing homeowners, tenants and developers/builders to motivate the installation of energy efficiency measures in both existing and new home construction.

Discussion:

The addition of LED measures to the Bi-Annual Retailer Event and in the Annual Coupon initiative in July 2013 has had a positive impact on customer participation. There was the added benefit of three LDC custom coded coupon options for LDCs to utilize in 2013. The Residential Demand Response program continues to be the largest contributor to demand savings in the Residential Program and has been generally well received by consumers. Unfortunately, there were no savings associated with the Energy Display attributed to LDCs in the OPA's 2012 and 2013 verified results.

The Residential Program Portfolio is predominately a carryover of Initiatives from previous programs. It is mostly driven by retailers and contractors who may not have fully delivered what was anticipated. Three new initiatives (Midstream Electronics, Midstream Pool Equipment and Home Energy Audit Tool) were not launched and subsequently removed from the schedule in 2013 with no new additions. Delays in communication with regards to Initiative offerings and results reporting have hampered LDCs abilities to engage customers and promote participation.

Province-wide advertising was re-introduced in Q3 2013. This provided limited value due to the late market entry, especially for *peaksaver*PLUS.

Work to revitalize and increase the effectiveness and breadth of the Initiatives through the Residential Program continues to be a high priority. Opportunities within the Residential marketplace need to be identified, developed and offered to customers. The Version 5 Schedule changes implemented in Q1/Q2 2014 have increased the number of LDC coded coupons available and added new installations to the Heating and Cooling Incentive.

2.2.1.1 *Appliance Retirement Initiative (Exhibit D)*

Initiative Activities/Progress: Veridian’s Conservation Ambassadors promoted the Appliance Retirement Initiative at all community events and festivals attended. Fridge note pads with the initiative phone number were distributed along with bill inserts, customer newsletters, multi-program brochures, community recreation and parks guides, local newsprint, and employee communications were all used to promote this initiative

Additional Comments:

- Due to the duration of the program, and the revised eligibility requirements to a minimum of 20 years old, this Initiative appears to have reached market saturation and has been under consideration for removal from the Portfolio.
- Rather than strictly remove this Initiative from the schedules, the OPA and LDCs could review what opportunities there are to include other measures such as stoves, dishwashers, washers and dryers. The framework of this Initiative may be a suitable foundation for a more holistic residential appliance retirement program. As such, the Residential portfolio could be strengthened through program evolution rather than weakened through diminished program offerings.
- As participation is very responsive to province wide advertising, OPA province-wide advertising should continue to play a key role if the initiative continues.
- Better relationships with retailers may play a role in increasing participation in this Initiative. Retailers can provide opportunities to capture replacement appliances and have them decommissioned after a sale has been committed.
- In an effort to capture additional savings in the perceived last year of the Initiative, the eligibility requirement for refrigerators was revised from 20 years old to 15 years old in Q2 2014.

2.2.1.2 *Appliance Exchange Initiative (Exhibit E)*

Initiative Activities/Progress: Veridian’s Conservation Ambassadors promoted the Appliance Exchange Initiative while in-store at participating Canadian Tire stores. The Exchange Event was also promoted in local newspapers, on the radio, web and employee communications.

Additional Comments:

- The design of the Initiatives, including eligible measures and incentives amounts are developed through the Residential Working Group. Retail Partner(s) are contracted by the OPA to deliver the initiatives province-wide. Individual LDCs have the opportunity to stage in-store events to drive the distribution of LDC coded Coupons and promotion of other programs in the portfolio
- The restrictive, limited and sometimes non-participation of local stores can diminish the savings potential for this Initiative.

- To date there has only been one retailer participant in the Appliance Exchange Initiative.
- In 2012 there was a decrease in the number of window air conditioners being received through the program. A review of eligible measures in the Appliance Exchange program was conducted, and as these units are not cost effective on their own it was determined that they be removed from the program in order to improve the overall cost effectiveness of the Initiative
- Notification to LDCs regarding retailer participation and eligible measures continues to be delayed. Improved communications will aid in appropriate resource allocation and marketing of the Initiative.
- This Initiative may benefit from the disengagement of the retailer and allowing LDCs to conduct these events, possibly as part of a larger community engagement effort, with the backing of ARCA for appliance removal.
- The initiative appears to require more promotion from retailers and LDCs.

2.2.1.3 HVAC Incentives Initiative (Exhibit B)

Initiative Activities/Progress: Veridian's Conservation Ambassadors promoted the HVAC Initiative at all community events and festivals attended. Brochures, bill inserts, customer newsletters, ads in community recreation and parks guides, Lakeridge Kids magazine, local newsprint and employee communications were all used to promote this initiative

Additional Comments:

- Incentive levels appear to be insufficient to prompt customers to upgrade HVAC equipment prior to end of useful life. An Air Miles incentive was introduced in 2013 to try and encourage early replacement.
- This Initiative is contractor driven with LDCs responsible for marketing efforts to customers. More engagement with the HVAC contractor channel should be undertaken to drive a higher proportion of furnace and CAC sales to eligible units.
- In an effort to build capability, mandatory training has been instituted for all participating HVAC contractors. This could present too much of a barrier for participation for some contractors as the application process already presents a restriction to contractor sales. It has been noted that there are approximately 4500-5000 HVAC contractors in the Province, however in 2013, only a total of 1,587 contractors completed the mandatory HVAC training and can participate in the program.
- There are cases where non-participating contractors are offering their own incentives (by discounting their installations to match value of the OPA incentive). As this occurs outside of the Initiative, savings are not credited to LDCs. OPA should consider this in future program impact evaluation studies.
- Changes to the Schedule in 2014 to allow for incentives for new installations, rather than strictly replacement units, may provide greater Initiative results.

2.2.1.4 Conservation Instant Coupon Initiative (Exhibit A)

Initiative Activities/Progress: Veridian's Conservation Ambassadors distributed coupons at community events, coupons were also distributed through customer newsletters, local newsprint and employee communications. Cross promotion of program also occurred where Home Assistance Program auditors assessed a home and shared coupons and a conservation handbook as part of the electricity education discussion.

Additional Comments:

- The timeframe for retailer submission of redeemed coupons varies depending on the retailer and in some cases has been lengthy. The delays and incomplete results reporting limits the ability to react and respond to Initiative performance or changes in consumer behaviour.
- Coupon booklets were not printed and mailed out in 2013 so were not widely available to consumers without the ability to download and print online coupons. In addition, consumers may not have been aware of the online coupons. The Initiative may benefit from province-wide marketing as a substitute to a mail out campaign.
- The product list could be distinctive from the Bi-Annual Retailer Event Initiative in order to gain more consumer interest and uptake.
- Program evolution, including new products and review of incentive pricing for the coupon Initiatives, should be a regular activity to ensure continued consumer interest.
- In 2013, LDCs were provided with 3 custom coded coupons. All coupons have been provided with LDC custom coding in 2014 which allows LDCs to promote coupons based on local preferences.
- Consumer experience varies amongst retailers offering Coupon discounts which can limit redemptions. For example, a particular high volume 'participating retailer' does not accept coupons and have their own procedure. In addition, some retailers have static lists of eligible products and will not discount eligible products unless the product on the list.
- The saveONenergy programs would benefit from specific end cap displays, aisle product stands and product-specific areas. Having products throughout a retail environment weakens the impact.

2.2.1.5 Bi-Annual Retailer Event Initiative (Exhibit C)

Initiative Activities/Progress: Veridian's Conservation Ambassadors attended in-store retail events promoting the full suite of saveONenergy programs including the in-store coupons available during the Bi-Annual retail event.

Additional Comments:

- This Initiative is strongly influenced by the retail participants and has no direct involvement from the LDCs.

- LDCs have the opportunity to stage in-store events to drive the distribution of LDC coded Coupons and promotion of other programs in the portfolio however this requires cooperation from the local retailer and LDC staff bandwidth.
- Limited engagement of local retailers can restrict the savings potential for this Initiative.
- The Product list has changed very little over the past five years.
- Program evolution, including new products and review of incentive pricing for the coupon Initiatives, must be a regular activity to ensure continued consumer interest.
- The Product list could be distinctive from the Conservation Instant Coupon Initiative in order to gain more consumer interest and uptake.
- A review conducted by the Residential Working Group identified three areas of need for Initiative evolution: 1) introduction of product focused marketing; 2) enhanced product selection and 3) improved training for retailers as retail staff tend not to be knowledgeable regarding the products or promotion.
- This Initiative may benefit from a more exclusive relationship with a retailer appropriate to the program. There should be a value proposition for both the retailer and LDC.
- Independently the Retailer Co-op and Bi-Annual Retailer Event Initiative may not present a value for the investment of LDC resources to support these events and should be backed by a strong Residential portfolio.

2.2.1.6 *Retailer Co-op*

Initiative Activities/Progress: None.

Additional Comments:

- This is a retailer Initiative with no direct benefit to the LDCs
- Limited engagement of local retailers can restrict the savings potential for this Initiative.
- The availability of retailer and/or LDC staff with product knowledge and the ability to conduct demonstration in store during the events would be an asset. This could be a valuable role for LDCs, however many LDCs are limited by available resources and unable to participate.

2.2.1.7 *New Construction Program (Schedule B-2)*

Initiative Activities/Progress: Participation and presentations at Home Builders Association meetings to promote the initiative and distribute sell sheets.

Additional Comments:

- This Initiative provides incentives to home builders for incorporating energy efficiency into their buildings. To support this, LDCs need to provide education to the consumers regarding the importance of choosing the energy efficient builder upgrade options without an immediate benefit to the consumer.
- In 2012 the application process was streamlined, however continues to be too cumbersome for builders. This combined with limited return has resulted in this Initiative to continue to under-achieve.
- Administrative requirements, in particular individual home modeling, must align with perceived stakeholder payback
- Performance applications are expected to increase in 2014 due to some industry players' interest in the Initiative. However, it is anticipated that the performance track will be the primary track used in applications, which provides low savings for the incentive provided. Savings and associated incentives may need to be revised to an appropriate level.
- The addition of LED light fixtures, application process improvement and moving the incentive from the builder to the home-owner may increase participation.
- This Initiative may benefit from collaboration with the Natural Gas utilities.

2.2.1.8 Residential Demand Response Program (Schedule B-3)

Initiative Activities/Progress: Veridian's Conservation Ambassadors promoted the peaksaverPLUS Initiative at all community events and festivals attended. Brochures, bill inserts, customer newsletters, ads in community recreation and parks guides, local newsprint, Direct Mail, Cineplex pre-show and lobby commercials and employee communications were all used to promote this initiative. Cross promotion of programs also occurred where Home Assistance Program auditors assessed a home that had central air conditioning.

Additional Comments:

- In Home Energy Display units that communicate with installed smart meter technology continue to mostly be in the development phase and are not ready for market deployment. There continues to be a lack of Energy Display selection in the marketplace.
- Smart Meters installed by most LDCs do not have the capability to communicate directly to an In Home Display and any mass replacement of newly installed meters with communicating abilities would not be fiscally responsible. When proposing technical Initiatives that rely on existing LDC hardware or technology there should be an extensive consultative process.
- Introduction of new technology requires incentives for the development of such technology. Appropriate lead times for LDC analysis and assessment, product procurement, and testing and integration into the Smart Meter environment are also required. Making seemingly minor changes to provincial technical specifications can create significant issues when all LDCs attempt to implement the solution in their individual environments.

- The variable funding associated with installing a load controllable thermostat is not sufficient unless it is combined with an In Home Display (IHD) which might not be possible all the time and when IHD is optional.
- Given the different LDC environments, and needs, each LDC is positioning the Initiative slightly differently. While a Thermostat has high marketability, it also carries a higher maintenance liability due to no-heat and no-AC calls. A switch with an independent IHD is seen as a lower liability option but also has a much lower marketability.
- This is the main Initiative within the Residential portfolio that was to drive savings for LDC, however the 2012 evaluation indicated savings realized from the IHD were not statistically significant. LDCs were advised that the evaluation of the IHDs would continue with 2013 data.
- Verified demand savings in 2012 from the load control devices were less than originally anticipated. This prompted an increase to the load cycling strategy in 2013 in order to increase savings closer to the original business case.

2.2.2 COMMERCIAL AND INSTITUTIONAL PROGRAM

Description: Provides commercial, institutional, agricultural and industrial organizations with energy-efficiency programs to help reduce their electrical costs while helping Ontario defer the need to build new generation and reduce its environmental footprint. Programs to help fund energy audits, to replace energy-wasting equipment or to pursue new construction that exceeds our existing codes and standards. Businesses can also pursue incentives for controlling and reducing their electricity demand at specific times.

Targeted Customer Type(s): Commercial, Institutional, Agricultural, Multi-family buildings, Industrial

Objective: Designed to assist building owners and operators as well as tenants and occupants in achieving demand and energy savings, and to facilitate a culture of conservation among these communities as well as the supply chains which serve them.

Discussion:

Throughout 2011 to 2013 the Commercial and Institutional (C&I) Working Group has strived to enhance the existing C&I programs and rectify identified program and system deficiencies. This has proven to be a challenging undertaking. Overbuilt governance, numerous initiative requirements, complex program structure and lengthy change management have restricted growth without providing the anticipated improved Measurement and Verification results. In addition, Evaluation, Measurement and Verification (EM&V) has not yet achieved transparency. LDCs are held accountable for these results yet are mostly completely removed from the process.

LDC program management has been hampered by varying rule interpretation, limited marketing ability, a somewhat inflexible online system of checks and balances and revolving OPA support personnel.

Despite these challenges the C&I Working Group, working in cooperation with the OPA, have managed to iron out many of the issues which could be rectified. In particular, an accomplishment of 2012 was the advent of the

expedited change management as means to accelerate certain program changes. 2013 saw the benefits of expedited change management process.

Looking ahead there is minimal opportunity to make valuable changes to the current program suite and have these changes reflected in LDC 2014 results. LDCs and the OPA should look beyond the current Initiatives and work to launch new programs, built on the strengths of the 2011-2014 programs, which will meet the needs of the industry and consumers.

2.2.2.1 Efficiency: Equipment Replacement Incentive (ERII) (Schedule C-2)

Initiative Activities/Progress: This initiative was promoted through Veridian’s website, newspaper advertisements, advertisements, local industry magazines, email bulletins, Chamber of Commerce partners, customer newsletters, Energy Managers, press releases, facility assessments, various program events and site visits.

Additional Comments:

- A large proportion of LDC savings are attributed to ERII.
- Capability building programs from Industrial programs have had very positive contributions to ERII program.
- This Initiative is limited by the state of the economy and the ability of commercial/institutional facility to complete capital upgrades.
- Applicants and Applicant Representatives continue to express dissatisfaction and difficulty with the online application system. This issue has been addressed by LDCs through application training workshops, Key Account Managers, channel partner/contractor training and LDC staff acting as customer Application Representatives. Although this has been an effective method of overcoming these issues and encouraging submissions, it also reflects on the complexity and time consuming nature of the application process. As such, Applicant Representatives continue to influence the majority of applications submitted. Continued development of Channel Partners is essential to program success.
- Prescriptive and Engineered worksheets provide a much needed simplified application process for customers. However, the eligible measures need to be updated and expanded in both technology and incentive amounts to address changing product costs and evolution of the marketplace.
- A focus on demand incentives has limited some kWh project opportunities. In particular, night lighting projects have significant savings potential for customers but tend to have incentives of 10% of project cost or less.
- The requirement to have a customer invoice the LDC for their incentive is very burdensome for the customer and results in a negative customer experience and another barrier to participation.
- There is redundancy in the application process as customers may need to complete a worksheet and then enter most of that information over to the online application form. This can be cumbersome.

- Processing Head Office application became much easier for the Lead LDC after Schedule changes came into effect in August 2013. The changes implemented allowed the Lead LDC to review and approve all facilities in a Head Office application on behalf of all satellite LDCs under certain circumstances.
- The application process for Head Office projects remains a significant barrier. Applicants need to manually enter one application per facility associated with the project can be extremely onerous, often requiring a dedicated resource.
- Streamlining of the settlements systems resulted in significant improvement in the payment process in 2013.

2.2.2.2 Direct Install Initiative (DIL) (Schedule C-3)

Initiative Activities/Progress: Veridian collaborated with neighbouring utilities to promote the Direct Install Initiative via television and radio commercials. This program was also promoted at local community events with brochures, customer newsletters, Chamber of Commerce and BIA communications, Durham Partners in Project Green promotions and outbound calling and door-to-door campaigns

Additional Comments:

- LED lighting was introduced in 2013 as a new measure and has been well received by customers who may not have previously qualified for DIL eligible upgrades. This is an efficient product with a long estimate useful life.
- Cold start high output lighting was removed from the program. This particularly affected the farming customers who now have limited options within the program to utilize.
- The inclusion of a standard incentive for additional measures increased project size and drove higher energy and demand savings results in some situations. However, LDCs are unable to offer these standard incentives to prior participants. The ability to return to prior participants and offer a standard incentive on the remaining upgrades has potential to provide additional energy and demand savings
- Many customers are not taking advantage of any additional measures, which may present an opportunity to for future savings with a new program offering.
- Electrical contractor's margins have been reduced due to no labour rate increase, increase cost of materials, greater distances between retrofit and more door knocking required before a successful sale. This has led to a reduction in vendor channel participation in some regions.
- Measure incentives and additional funding for fork lifts were introduced in September 2013 and were well received by installers. However, adjustments like these require longer lead times. As such, many customers were not able to benefit from this change in late 2013. Consideration should be given to providing advanced notification to LDCs and contractors of the upcoming changes to allow for planning.

2.2.2.3 Existing Building Commissioning Incentive Initiative (Schedule C-6)

Initiative Activities/Progress: This initiative was promoted through Veridian’s website, newspaper advertisements, advertisements, local industry magazines, email bulletins, Chamber of Commerce partners, Energy Managers, press releases, facility assessments, various program events and site visits.

Additional Comments:

- Initiative name does not properly describe the Initiative.
- There was minimal participation for this Initiative. It is suspected that the lack of participation in the program is a result of the Initiative being limited to space cooling and a limited window of opportunity (cooling season) for participation.
- Participation is mainly channel partner driven, however the particulars of the Initiative have presented a significant for many channel partners to participate.
- The customer expectation is that the program be expanded to include a broader range of measures for a more holistic approach to building recommissioning and chilled water systems used for other purposes should be made eligible and considered through Change Management.
- This initiative should be reviewed for incentive alignment with ERII, as currently a participant will not receive an incentive if the overall payback is less than 2 years.

2.2.2.4 New Construction and Major Renovation Initiative (HPNC) (Schedule C-4)

Initiative Activities/Progress: This initiative was promoted through Veridian’s website, newspaper advertisements, advertisements, local industry magazines, email bulletins, Chamber of Commerce partners, Energy Managers, press releases, facility assessments, various program events and site visits.

Additional Comments

- With the Ministerial Directive issued December 21, 2012, facilities with a completion date near the end of 2014 currently have some security that they will be compensated for choosing efficient measures. However, buildings that are in the planning phase with completion dates post-2015 may not participate due to funding uncertainty.
- Participants estimated completion dates tend to be inaccurate and are usually six months longer. This could result in diminished savings towards target when facilities are not substantially completed by December 31, 2014.

- The custom application process requires considerable customer support and skilled LDC staff. The effort required to participate through the custom stream exceeds the value of the incentive for many customers.
- There are no custom measure options for items that do not qualify under the prescriptive or engineered track as the custom path does not allow for individual measures, only whole building modelling.
- This Initiative has a very low net-to-gross ratio, which results in half the proposed target savings being 'lost'.
- The requirement to have a customer invoice the LDC for their incentive is very burdensome for the customer and results in a negative customer experience and a potential barrier to participation.

2.2.2.5 Energy Audit Initiative

Initiative Activities/Progress: This initiative was promoted through Veridian's website, newspaper advertisements, advertisements, local industry magazines, email bulletins, Chamber of Commerce partners. Energy Managers, press releases, facility assessments, various program events and site visits.

- The introduction of the new audit component for one system (i.e. compressed air), has increased customer participation.
- The energy audit Initiative is considered an 'enabling' Initiative and 'feeds into' other saveONenergy Initiatives.
- Evaluators in 2012 and 2013 recognized savings towards LDCs targets as a result of customers implementing low/no cost recommendations from their energy audits.
- Audit reports from consultants vary considerably and in some cases, while they adhere to the Initiative requirements, do not provide value for the Participant. A standard template with specific energy saving calculation requirements should be considered.
- Customers look to the LDCs to recommend audit companies. A centralized prequalified list provided by the OPA may be beneficial.
- Participation has been limited to one energy audit per customer which has restricted enabling and direction to the other Initiatives. This has been revised in 2014 and LDCs are now able to consider additional customer participation when presented with a new scope of work.
- Consideration should be given to allowing a building owner to undertake an audit limited to their lighting system. This way they may receive valuable information from neutral third party regarding the appropriate lighting solution for their facility instead of what a local supplier wants to sell.
- The requirement to have a customer invoice the LDC for their incentive is very burdensome for the customer and results in a negative customer experience and another barrier to participation

2.2.3 INDUSTRIAL PROGRAM

Description: Large facilities are discovering the benefits of energy efficiency through the Industrial Programs which are designed to help identify and promote energy saving opportunities. It includes financial incentives and technical expertise to help organizations modernize systems for enhanced productivity and product quality, as well as provide a substantial boost to energy productivity. This allows facilities to take control of their energy so they can create long-term competitive energy advantages which reach across the organization.

Targeted Customer Type(s): Industrial, Commercial, Institutional, Agricultural

Objective: To provide incentives to both existing and new industrial customers to motivate the installation of energy efficient measures and to promote participation in demand management.

Discussion:

The Industrial Program Portfolio has been able to provide significant incentives and valuable resources to large facilities to help them with energy efficiency upgrades and process system improvements. The Engineering Studies in particular as well as the Monitoring and Targeting initiative provide a unique opportunity for a customer to complete a comprehensive analysis of an energy intensive process that they otherwise may not undertake. The Energy Manager Initiative provides customers with a skilled individual whose only role is to assist them with conservation initiatives. To date these Energy Managers have played a key role in customer participation.

Due to the size, scope and long lead time of these Initiatives and associated projects, the Ministerial Directive provides some security for the continuation of the conservation programs and associated compensation for the participant; however the subsequent savings would not be attributed to an LDC's current target for projects that go into service after 2014.

Extensive legal documents, complex program structure and lengthy change management have restricted the change and growth of this Portfolio. While the expedited change management has benefited the Commercial Portfolio, the Industrial Portfolio has not seen the same results due to the narrow scope of the process. For 2013 the change to the threshold for small capital projects and the new small capital project agreement are expected to improve the number of projects and savings achieved within PSUI. Likewise, a decision to proceed with 2012 natural gas load displacement generation projects applications will also increase uptake although the limited time to bring new projects into service is a barrier.

2.2.3.1 *Process & Systems Upgrades Initiative (PSUI) (Schedule D-1)*

Initiative Activities/Progress: This initiative was promoted through Veridian's website, newspaper advertisements, advertisements, local industry magazines, email bulletins, Chamber of Commerce partners, Energy Managers, press releases, facility assessments, various program events and site visits

Additional Comments:

- Numerous energy studies have been submitted and completed. This is a strong indication that there is the potential for large projects with corresponding energy savings. Most of these studies have been initiated through the Energy Manager and KAM resources.

- This Initiative is limited by the state of the economy and the ability of a facility to complete large capital upgrades.
- There is typically a long sales cycle for these projects, and then a long project development cycle. As such, limited results are expected to be generated in 2013. The majority of the results are expected in 2014 with a much reduced benefit to cumulative energy savings targets.
- Delays with processing funding payments have caused delayed payments to Participants beyond contract requirements. In some cases, LDCs have developed a separate side agreement between the LDC and Participant acknowledging that the Participant cannot be paid until the funds are received.
- The contract required for PSUI is a lengthy and complicated document. A key to making PSUI successful is a new agreement which is a simplified with less onerous conditions for the customer.
- To partially address this, changes were made to the ERII Initiative which allowed smaller projects to be directed to the Commercial stream. Most industrial projects to-date have been submitted as ERII projects due to less onerous contract and M&V requirements.
- A business case was submitted by the Industrial Working Group in July 2012 which would change the upper limit for a small project from 700 MWh to 1 million dollars in incentives. This would allow more projects to be eligible for the new small capital project agreement and increase participant uptake, while still protecting the ratepayer. This small capital project agreement was finalized in August 2013.
- While there is considerable customer interest in on-site Load Displacement (Co-Generation) projects, in 2012 the OPA was accepting waste heat/waste fuel projects only. Natural gas generation projects were on hold awaiting a decision on whether PSUI will fund these types of projects. In June 2013, a decision was made to allow natural gas load displacement generation projects to proceed under PSUI. It is expected that a number of projects will proceed although results may not be counted towards LDC targets due to in-service dates beyond 2014.
- The requirement to have a customer invoice the LDC for their incentive is very burdensome for the customer and results in a negative customer experience and another barrier to participation.

2.2.3.2 Monitoring & Targeting Initiative (Schedule D-2)

Initiative Activities/Progress: This initiative was promoted through Veridian’s website, newspaper advertisements, advertisements, local industry magazines, email bulletins, Chamber of Commerce partners, Energy Managers, press releases, facility assessments, various program events and site visits.

Additional Comments:

- The M&T initiative is targeted at larger customers with the capacity to review the M&T data. This review requires the customer facility to employ an Energy Manager, or a person with equivalent qualifications, which has been a barrier for some customers. As such, a limited number of applications have been received to date.

- The savings target required for this Initiative can present a significant challenge for smaller customers.
- Changes were made to ERII in 2013 to allow smaller facilities to employ M&T systems.

2.2.3.3 *Energy Manager Initiative (Schedule D-3)*

Initiative Activities/Progress: This initiative was promoted through Veridian’s website, newspaper advertisements, advertisements, local industry magazines, email bulletins, Chamber of Commerce partners, press releases, facility assessments, various program events and site visits.

Additional Comments:

- The Energy Managers have proven to be a popular and useful resource for larger customers.
- LDCs that are too small to qualify for their own REM are teaming up with other utilities to hire an REM to be shared by the group of utilities.
- Some LDCs and Customers are reporting difficulties in hiring capable Roving and Embedded Energy Managers (REM/EEM), in some instances taking up to 7 months to have a resource in place.
- New energy managers require training, time to familiarize with facilities and staff and require time to establish “credibility”. Energy Managers started filling their pipeline with projects in 2012 but few projects were implemented until 2013.

2.2.3.4 *Key Account Manager (Schedule D-4)*

Initiative Activities/Progress: In 2011, Veridian collaborated with Hydro One, Hydro One Brampton and Kingston Utilities to jointly procure Key Account Manager services. During 2012, a contract was awarded to Union Gas. A Union Gas Key Account Manager has supported delivery of CDM programs to a select group of Veridian’s large business customers.

Additional Comments

- Customers appreciate dealing with a single contact to interface with an LDC, a resource that has both the technical and business background who can communicate easily with the customer and the LDC.
- Finding this type of skill set has been difficult. In addition, the short-term contract discourages some skilled applicants resulting in longer lead times to acquire the right resource.

2.2.3.5 Demand Response 3 (D-6)

Initiative Activities/Progress: This initiative was promoted through Veridian’s website, newspaper advertisements, advertisements, local industry magazines, email bulletins, Chamber of Commerce partners, Energy Managers, press releases, facility assessments, various program events and site visits.**Additional Comments:**

- Until early 2013 customer data was not provided on an individual customer basis due to contractual requirements with the aggregators. This limited LDCs’ ability to effectively market to prospective participants and verify savings.
- No program improvements were made in 2013 however, it was accepted that prior participants who renew their DR3 contract within the 2011-2014 term will contribute to LDC targets.
- As of 2013, Aggregators were able to enter into contracts beyond 2014 which has allowed them to offer a more competitive contract price (5 year) than if limited to 1 or 2 year contracts.
- Metering and settlement requirements are expensive and complicated and can reduce customer compensation amounts, and present a barrier to smaller customers.
- Compensation amounts for new contracts and renewals have been reduced from the initial launch of this program (premium zones and 200 hour option have been discontinued) and subsequently there has been a corresponding decrease in renewal revenue.

2.2.4 LOW INCOME INITIATIVE (HOME ASSISTANCE PROGRAM) (Schedule E-1)

Initiative Activities/Progress: Veridian’s Conservation Ambassadors promoted the Home Assistance program through community events and festivals, brochures, bill inserts, communications with social housing providers and municipalities, ads in community recreation and parks guides, local newsprint, social service agencies, food banks, United Way agencies, food hampers, direct mail letters to Low-Income Energy Efficiency Program-Emergency Financial Assistance (“LEAP”) recipients and targeted Forward Sortation Area (“FSA”) postcard drops.]

Additional Comments:

- The process for enrolling in social housing was complicated and time consuming. This was addressed in late 2012 and showed some benefits in 2013.
- The financial scope, complexity, and customer privacy requirements of this Initiative are challenging for LDCs and most have contracted this program out. This Initiative may benefit from an OPA contracted centralized delivery agent.

2.2.5 PRE-2011 PROGRAMS

Savings were realized towards LDC’s 2011-2014 target through pre-2011 programs. The targeted customer types, objectives, descriptions, and activities of these programs are detailed in Appendix B

3 2013 LDC CDM Results

3.1 Participation and Savings

Table 1: Veridian Connections Inc. Initiative and Program Level Net Savings by Year (Scenario 1)

Initiative	Unit	Incremental Activity (new program activity occurring within the specified reporting period)				Net Incremental Peak Demand Savings (kW) (new peak demand savings from activity within the specified reporting period)				Net Incremental Energy Savings (kWh) (new energy savings from activity within the specified reporting period)				Program-to-Date Verified Progress to Target (excludes DR)			
		2011*	2012*	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014 Net Annual Peak Demand Savings (kW)	2011-2014 Net Cumulative Energy Savings (kWh)		
														2014	2014		
Consumer Program																	
Appliance Retirement	Appliances	918	455	266		53	27	18		373,331	177,850	110,848		95	2,246,648		
Appliance Exchange	Appliances	64	81	146		7	12	30		8,088	20,973	53,938		45	199,578		
HVAC Incentives	Equipment	2,258	2,494	2,446		809	542	520		1,507,825	934,124	899,719		1,871	10,633,108		
Conservation Instant Coupon Booklet	Items	12,168	727	8,161		28	5	12		447,750	32,893	181,321		45	2,252,322		
Bi-Annual Retailer Event	Items	22,399	24,958	22,226		40	35	28		691,341	630,039	404,156		102	5,463,793		
Retailer Co-op	Items	0	0	0		0	0	0		0	0	0		0	0		
Residential Demand Response	Devices	1,010	3,196	5,824		566	1,631	3,263		1,465	14,113	9,431		0	25,008		
Residential Demand Response (IHD)	Devices	0	1,654	5,115		0	0	0		0	0	0		0	0		
Residential New Construction	Homes	0	0	0		0	0	0		0	0	0		0	0		
Consumer Program Total						1,501	2,252	3,870		3,029,800	1,809,992	1,659,413		2,159	20,820,457		
Business Program																	
Retrofit	Projects	39	124	172		457	1,213	878		2,463,618	6,472,559	4,822,005		2,544	38,903,269		
Direct Install Lighting	Projects	80	240	192		85	159	181		212,590	606,683	628,826		383	3,791,528		
Building Commissioning	Buildings	0	0	0		0	0	0		0	0	0		0	0		
New Construction	Buildings	0	0	0		0	0	0		0	0	0		0	0		
Energy Audit	Audits	4	15	2		0	67	18		0	327,291	96,902		85	1,175,677		
Small Commercial Demand Response	Devices	0	81	84		0	52	54		0	295	86		0	381		
Small Commercial Demand Response (IHD)	Devices	0	0	50		0	0	0		0	0	0		0	0		
Demand Response 3	Facilities	2	2	2		108	109	110		4,235	1,581	1,473		0	7,289		
Business Program Total						650	1,600	1,241		2,680,442	7,408,410	5,549,291		3,012	43,878,143		
Industrial Program																	
Process & System Upgrades	Projects	0	0	0		0	0	0		0	0	0		0	0		
Monitoring & Targeting	Projects	0	0	0		0	0	0		0	0	0		0	0		
Energy Manager	Projects	0	0	6		0	0	21		0	0	129,084		6	171,497		
Retrofit	Projects	35	0	0		58	0	0		381,325	0	0		58	1,525,300		
Demand Response 3	Facilities	2	4	5		314	718	997		18,403	17,294	22,699		0	58,396		
Industrial Program Total						372	718	1,018		399,728	17,294	151,783		64	1,755,193		
Home Assistance Program																	
Home Assistance Program	Homes	0	4	575		0	0	30		0	5,139	326,588		30	665,494		
Home Assistance Program Total						0	0	30		0	5,139	326,588		30	665,494		
Aboriginal Program																	
Home Assistance Program	Homes	0	0	0		0	0	0		0	0	0		0	0		
Direct Install Lighting	Projects	0	0	0		0	0	0		0	0	0		0	0		
Aboriginal Program Total						0	0	0		0	0	0		0	0		
Pre-2011 Programs completed in 2011																	
Electricity Retrofit Incentive Program	Projects	28	0	0		341	0	0		1,799,948	0	0		341	7,199,790		
High Performance New Construction	Projects	9	0	0		278	3	0		1,429,152	2,575	0		281	5,724,336		
Toronto Comprehensive	Projects	0	0	0		0	0	0		0	0	0		0	0		
Multifamily Energy Efficiency Rebates	Projects	0	0	0		0	0	0		0	0	0		0	0		
LDC Custom Programs	Projects	0	0	0		0	0	0		0	0	0		0	0		
Pre-2011 Programs completed in 2011 Total						619	3	0		3,229,100	2,575	0		622	12,924,126		
Other																	
Program Enabled Savings	Projects	0	0	0		0	0	0		0	0	0		0	0		
Time-of-Use Savings	Homes	0	0	0		0	0	0		0	0	0		0	0		
Other Total						0	0	0		0	0	0		0	0		
Adjustments to 2011 Verified Results																	
Adjustments to 2012 Verified Results																	
Energy Efficiency Total						2,155	2,064	1,736		9,314,968	9,210,127	7,653,386		5,887	79,952,340		
Demand Response Total (Scenario 1)						988	2,509	4,423		24,102	33,284	33,689		0	91,074		
Adjustments to Previous Years' Verified Results Total						0	-109	183		0	-784,670	979,252		74	-201,557		
OPA-Contracted LDC Portfolio Total (inc. Adjustments)						3,142	4,464	6,342		9,339,069	8,458,741	8,666,326		5,961	79,841,858		
Activity and savings for Demand Response resources for each year represent the savings from all active facilities or devices contracted since January 1, 2011 (reported cumulatively).						The IHD line item on the 2013 annual report has been left blank pending a results update from evaluations; results will be updated once sufficient information is made available.						Full OEB Target:				29,050	115,740,000
*Includes adjustments after Final Reports were issued						Energy Manager, Aboriginal Program and Program Enabled Savings were not independently evaluated						% of Full OEB Target Achieved to Date (Scenario 1):				20.5%	69.0%

Table 2: Summarized Program Results

Program	Gross Savings		Net Savings		Contribution to Targets	
	Incremental Peak Demand Savings (MW)	Incremental Energy Savings (GWh)	Incremental Peak Demand Savings (MW)	Incremental Energy Savings (GWh)	Program-to-Date: Net Annual Peak Demand Savings (MW) in 2014	Program-to-Date: 2011-2014 Net Cumulative Energy Savings (GWh)
Consumer Program Total	4,470	2,784,250	3,870	1,659,413	2,159	20,820,457
Business Program Total	1,603	7,518,301	1,241	5,549,291	3,012	43,878,143
Industrial Program Total	1,021	166,125	1,018	151,783	64	1,755,193
Home Assistance Program Total	30	326,588	30	326,588	30	665,494
Pre-2011 Programs completed in 2011 Total	0	0	0	0	622	12,924,126
Other Adjustments	285	1,378,614	183	979,252	73	-201,557
Total OPA Contracted Province-Wide CDM Programs	7,410	12,173,879	6,342	8,666,326	5,961	79,841,858

3.2 Evaluation

The following evaluation findings were provided to Veridian by the OPA, and speak to each of the initiatives at a province-wide level.

CONSUMER INITIATIVES

Appliance Retirement

High Level Key Evaluation Findings

- Overall participation continues to fall with 20,952 appliances recycled in 2013, compared with 34,146 in 2012 and 56,110 in 2011. The program has experienced close to a 40% reduction (39.1% 2011 to 2012, 41.1% 2012 to 2013) in recycled appliances in each subsequent year of operation.
- Per unit savings increased for both energy (+15.4%) and demand (+4.0%) between 2012 and 2013 due to a greater proportion of refrigerators/freezers with large volumes and a manufacturer date before NAECA was implemented. Dehumidifiers also show a higher per unit savings related to the change in ENERGY STAR definitions.
- Net to gross ratio stayed constant at around 43% between 2012 and 2013

Appliance Exchange

High Level Key Evaluation Findings

- Increased per unit energy and demand savings due to an adjustment to the assumed consumption of "conventional" and Energy Star dehumidifiers. The calculated weighted average annual energy savings of an exchanged dehumidifier increased 36.6%
- Of the participants surveyed who reported they had replaced the dehumidifiers they exchanged, 100% reported purchasing ENERGY STAR® models.
- 21% increase in the number of eligible dehumidifiers collected in the program. In 2013, 5,337 dehumidifier units were collected compared to 3,617 dehumidifier units and 219 window air conditioners.
- Net to Gross ratio (NTG) was 52.6% which is a slight increase of the 2012 NTG of 51.5%

HVAC

High Level Key Evaluation Findings

- Per unit furnace savings decreased from 1139 kWh/yr in 2012 to 1090 kWh/yr due to a slight shift in the number of participants who use their furnace fan non-continuously both before and after the retrofit as opposed to changing from continuous to non-continuous operation
- Per unit energy and demand savings assumptions for central air conditioners did not change from 2012.
- Total participation (equipment) increased 7.5% from 2012 to 91,581.

Annual COUPONS

High Level Key Evaluation Findings

- Customers redeemed more than ten times as many annual coupons in 2013 as in 2012 because of new LED coupons and full year availability of all coupons. Customers redeemed 13% more annual coupons in 2013 than in 2011, the first full year of annual coupons due to the high volume of new LED coupons.
- There was a significant reduction in savings specialty CFL related measures. In 2013, the findings showed around 30% of participants are replacing incandescent bulbs compared to 60% of participants replacing incandescent bulbs in 2012.
- Despite the significant per unit savings reductions, the Net Annual Savings from Annual Coupons in 2013 was more than 5.5 times that in 2012. This is primarily because of higher participation due to the inclusion of LED coupons and full year availability of all coupons.
- 93% of coupons redeemed in 2013 were for general purpose LEDs and specialty CFLs and LEDs, producing 89% of net annual energy savings and 84% of net demand savings.
- Measure NTG ratio was approximately 8% higher in 2013 than in 2012 due to the inclusion of participant like spillover, i.e., purchase of additional coupon initiative measures without using coupons because of program influence.

Bi-Annual Coupon Events

High Level Key Evaluation Findings

- 36% lower net annual savings in 2013 compared to 2012 primarily because of significant reductions in per unit savings estimates for standard and specialty CFLs. In 2013, findings showed a decrease in replacement rate of incandescent bulbs. Only 30% of 2013 participants are estimated to have replaced incandescent bulbs compared to 60% of participants replacing incandescent bulbs in 2012. This leads to a change in the baseline assumption for the savings calculations.
- 19% increase in the number of coupons redeemed during the Spring and Fall Events in 2013 compared to 2012 because of substantial increase in LED purchases with event coupons.
- 87% of coupons redeemed were for general purpose and specialty CFLs and LEDs, producing 80% of net annual energy savings and 73% of net demand savings
- Measure NTG ratio was approximately 8% higher in 2013 than in 2012 due to the inclusion of participant like spillover, i.e., purchase of additional coupon initiative measures without using coupons because of program influence.

RDR

High Level Key Evaluation Findings

- The cycling strategy for CAC load control was changed from 50% simple cycling to 60% simple cycling.
- Under 1-in-10 year weather conditions, the 2013 estimated impacts for load control devices are higher than the 2012 estimates in all months and are between 10 and 15% higher during the core summer months of June through August.
- This year's IHD analysis has yielded an estimate of no statistically significant energy savings.
- Load impact estimates for the average small and medium business and for electric water heaters among residential customers are also unchanged from the prior year's analysis

Residential New Construction

High Level Key Evaluation Findings

- Energy and demand savings for the Initiative increased by 300% compared to the combined 2011 and 2012 results ; number of projects also increased from 45 in 2011 and 2012 to 86 in 2013.
- All projects are opting for the prescriptive or performance path. No custom project applications were received in 2013, similar to 2011-2012.
- Net-to-gross ratio for the initiative was higher by 14% from 49% in 2012 to 63% in 2013.
- 100% of participants found application process reasonable and understandable.

BUSINESS INITIATIVES

Retrofit

High Level Key Evaluation Findings

- A total of 8,785 projects completed in 2013. Reported energy savings for individual projects ranged from 1 kWh to over 5,000,000 kWh
- Net to Gross ratio (NTG) for energy was 72.8%, consistent with prior years
- NTG for demand was 72.0%, consistent with prior years
- NTG ratios are comparable to similar programs across North America

Small Business Lighting

High Level Key Evaluation Findings

- In 2013 OPA introduced: a) an increase in the incentive to \$1500 from \$1000, b) new LED measures c) Agribusiness eligibility
- 17,782 projects completed in 2013 (3.8% decrease from 2012)
- However, 12.2% increase in Net Verified Energy Savings relative to 2012.
- The average incentive per project and savings per project both increased from 2012 to 2013
- Net to Gross ratio (NTG) for 2013 remained unchanged at 94%

Audit Funding

High Level Key Evaluation Findings

- 319 audits were completed in 2013
- 2013 sample saw more recommended measures implemented without incentives (33% in 2013 vs. 13% in 2012)
- The average per audit summer peak demands savings is estimated to be 13 kW.

Existing Building Commissioning

High Level Key Evaluation Findings

- No Commissioning projects completed the hand-off/completion phase in 2013
- 29 unique participants in the 2013 population
- Improvements to the chilled water system controls were the most commonly targeted measure.
- Large variation in estimated savings results between investigation phase and implementation phase

HPNC

High Level Key Evaluation Findings

- Number of projects increased by 25% from 69 in 2012 to 86 in 2013.
- Custom projects, representing only about 8% of the total number of projects, account for 67% of verified demand savings and 54% of verified energy savings.
- A realization rate of 72% for energy savings is low due to the low realization rate of the Agribusiness high ventilation, low speed fans which comprised of 15 % of the HPNC prescriptive project energy savings.
- Net-to-gross ratio for the initiative was higher by 5% from 49% in 2012 to 54% in 2013.
- 100% participants found the application process to be reasonable and understandable.

INDUSTRIAL INITIATIVES

Process System Upgrade Initiative

High Level Key Evaluation Findings

- In 2013, three PSUI projects were put into service. Projects were very well documented and technical reviews were thorough. Most projects are delivering the level of energy savings expected or more (realization rates of 87% for energy savings and 86% for summer demand savings)
- Good level of quality on M&V conducted in each project. The level of free-ridership was found to be very low, at only 7% for energy savings and 6% for demand savings, and no spillover was identified.
- Energy Managers are seen as important drivers of program enabled savings projects.

DEMAND RESPONSE

DR-3

High Level Key Evaluation Findings

- The largest 20 contributors account for 60% of the contractual demand reduction – in other words, less than 5% of contributors account for the majority of the load reductions.
- In 2013, DR-3 was successfully dispatched locally for the first time in order to provide assistance in restoring power after a prolonged power outage due to substation flooding.

HOME ASSISTANCE

Home Assistance Program

High Level Key Evaluation Findings

- Participation increased significantly to 26,756 participants in 2013 from 5,033 in 2012
- Realization rates were slightly lower in 2013 (0.88 for kWh and 0.26 for kW) than in 2012 (0.98 for kWh and 0.32 for kW) primarily due to researched installation verification and persistence factors
- Realization rate for demand savings remained low as FAST calculated kW savings for certain insulation measures remained very high and recommended revisions to kW savings factors were not yet in use in 2013 (changes to the FAST tool to address these issues were made in early 2014)

3.3 Spending

Table 3 and 4 summarize the total spending by initiative that Veridian has incurred in 2013 and cumulatively since 2011. It is detailed by the Program Administration Budget (PAB), Participant Based Funding (PBF), Participant Incentives (PI) and Capability Building Funding (CBF).

Table 3: 2013 Spending

Initiative	PAB	PBF	PI	CBF	TOTAL
Consumer Program					
Appliance Retirement	40,337				\$ 40,337
Appliance Exchange	49,620				\$ 49,620
HVAC Incentives	48,566				\$ 48,566
Annual Coupons	40,229				\$ 40,229
Bi-Annual Retailer Event	40,854				\$ 40,854
Retailer Co-op					\$ -
Residential Demand Response	243,869	1,463,418			\$ 1,707,287
New Construction Program	56,898				\$ 56,898
Business Program					
Equipment Replacement	268,986		1,027,098		\$ 1,296,084
Direct Installed Lighting	122,767	42,875	208,853		\$ 374,495
Existing Building Commissioning Incentive	107,583				\$ 107,583
New Construction and Major Renovation Initiative	123,616		14,530		\$ 138,146
Energy Audit	107,583		39,471		\$ 147,054
Small Commercial Demand Response					\$ -
Demand Response 3					\$ -
Industrial Program					
Process & System Upgrades					
a) preliminary engineering study	12,693				\$ 12,693
b) detailed engineering study	12,693				\$ 12,693
c) program incentive	12,693				\$ 12,693
Monitoring & Targeting	12,693				\$ 12,693
Energy Manager	12,768			267,308	\$ 280,075
Key Account Manager ("KAM")	12,693				\$ 12,693
Equipment Replacement					\$ -
Demand Response 3	12,693				\$ 12,693
Home Assistance Program					
Home Assistance	54,911	95,557	80,255		\$ 230,723
TOTAL SPENDING	1,394,744	1,601,850	1,370,206	267,308	\$ 4,634,108

Table 4: Cumulative Spending (2011-2013)

Initiative	PAB	PBI	PI	CBF	TOTAL
Consumer Program					
Appliance Retirement	188,761				\$ 188,761
Appliance Exchange	97,757				\$ 97,757
HVAC Incentives	202,231				\$ 202,231
Annual Coupons	184,369				\$ 184,369
Bi-Annual Retailer Event	98,969				\$ 98,969
Retailer Co-op					\$ -
Residential Demand Response	541,375	1,760,519			\$ 2,301,894
New Construction Program	58,797				\$ 58,797
Business Program					
Equipment Replacement	610,817		1,866,215		\$ 2,477,032
Direct Installed Lighting	258,874	113,253	452,168		\$ 824,295
Existing Building Commissioning Incentive	208,624				\$ 208,624
New Construction and Major Renovation Initiative	229,202		14,530		\$ 243,732
Energy Audit	217,586		45,746		\$ 263,332
Small Commercial Demand Response					\$ -
Demand Response					\$ -
Industrial Program					
Process & System Upgrades					
a) preliminary engineering study	20,303				\$ 20,303
b) detailed engineering study	20,303				\$ 20,303
c) program incentive	20,303				\$ 20,303
Monitoring & Targeting	20,303				\$ 20,303
Energy Manager	20,378			267,308	\$ 287,685
Key Account Manager ("KAM")	20,303				\$ 20,303
Equipment Replacement Incentive					\$ -
Demand Response 3	58,351				\$ 58,351
Home Assistance Program					
Home Assistance Program	94,166	95,557	80,255		\$ 269,978
Pre 2011 Programs					
Electricity Retrofit Incentive Program					\$ -
High Performance New Construction					\$ -
Toronto Comprehensive					\$ -
Multifamily Energy Efficiency Rebates					\$ -
Data Centre Incentive Program					\$ -
EnWin Green Suites					\$ -

Initiative	PAB	PBI	PI	CBF	TOTAL
Initiatives Not In Market					
Midstream Electronics					\$ -
Midstream Pool Equipment					\$ -
Demand Service Space Cooling					\$ -
Demand Response 1	45,658				\$ 45,658
Home Energy Audit Tool					\$ -
TOTAL SPENDING	3,217,429	1,969,329	2,458,913	267,308	\$ 7,912,979

4 Combined CDM Reporting Elements

4.1 Progress Towards CDM Targets

CDM Targets:

Veridian's CDM targets require achievement of 115.74 GWh of energy savings and 29.05 MW of summer peak demand savings, over the period of January 1, 2011 to December 31, 2014.

CDM targets were established at the provincial level and allocated to distributors based on each LDC's share of total annual energy consumption, by customer account type, and contribution to system peak demand. By using this methodology, the targets may not accurately reflect the true CDM market potential within each distributor's service area.

The CDM targets assigned to LDCs include projected savings related to TOU rates. TOU-related targets comprise more than 23% of Veridian's demand reduction target. This level of reduction is based on an OPA commissioned study that contemplated a 3-to-1 on-peak to off-peak TOU price ratio, as well as off-peak pricing that commences at 9pm. Both of these assumptions do not reflect the current status of the Ontario market, in which the price ratio is 1.8 and the off-price pricing begins at 7pm.

Demand Savings:

Table 5 presents Veridian's verified net demand savings from 2011 to 2013. All savings relate to the delivery of OPA province-wide programs. They do not include savings achieved due to smart meter and TOU rate deployment, as these results have not yet been made available by the OPA. The savings stated below assume that demand response resources have a persistence of one year.

Table 5: Net Peak Demand Savings at the End User Level (MW)

Implementation Period	Annual (MW)			
	2011	2012	2013	2014
2011 – Verified by OPA	3.1	2.2	2.1	2.1
2012 – Verified by OPA†	-0.1	4.5	2.0	2.0
2013 – Verified by OPA†	0	0.2	6.3	1.9
2014	0	0	0	0
Verified Net Annual Peak Demand Savings in 2014:				6.0
Veridian 2014 Annual CDM Capacity Target:				29.1
Verified Portion of Peak Demand Savings Target Achieved (%):				20.5%

Energy Savings:

Table 6 presents Veridian's verified net energy savings from 2011 to 2013. All savings relate to the delivery of OPA province-wide programs. They do not include savings achieved due to smart meter and TOU rate deployment, as these results have not yet been made available by the OPA.

Table 6: Net Energy Savings at the End-User Level (GWh)

Implementation Period	Annual (GWh)				Cumulative (GWh)
	2011	2012	2013	2014	2011-2014
2011 – Verified by OPA	9.3	9.3	9.3	9.2	37.2
2012 – Verified by OPA†	-0.8	8.5	8.4	8.4	24.5
2013 – Verified by OPA†	0	1.0	8.7	8.5	18.2
2014	0	0	0	0	0
Verified Net Cumulative Energy Savings 2011-2014:					79.8
Veridian 2011-2014 Cumulative CDM Energy Target:					115.7
Verified Portion of Cumulative Energy Target Achieved (%):					69.0%

†Includes adjustments to previous years' verified results

4.2 Variance from Strategy

Veridian's 2011-14 CDM Strategy projected that delivery of OPA-Contracted Province-Wide CDM Programs would enable it to meet approximately 74% of its demand reduction target and 88% of its electricity consumption target. The Strategy anticipated that the target-to-savings shortfalls might be closed once further clarity was provided on the expected contributions of TOU rates. However, as of this time, Veridian has not been provided with further information to assist it in projecting CDM savings related to TOU pricing.

Table 7 presents Veridian's net demand savings as of the end of 2013 at the program level, compared to that stated within its CDM Strategy. The actual savings include demand response resources in place at the end of 2013.

Table 7: 2011-2013 Net Peak Demand Savings by Program Compared to CDM Strategy Projections

CDM Program	Projected Savings in Strategy (MW)	Actual Savings (MW)
OPA Consumer Program	5.14	7.49
OPA Commercial & Institutional Program	6.95	3.68
OPA Industrial Program	3.15	2.11
OPA Home Assistance Program	N/A	0.03
Smart Meters/Time-of-Use	N/A	N/A
Pre-2011 Programs	N/A	0.64
Total Cumulative Reduction	15.24	13.95
% of Target (29.05MW)	52.5%	48.0%

Table 8 presents Veridian’s net energy savings from 2011 to 2013 at the program level, compared to that stated within its CDM Strategy.

Table 8: 2011-2013 Net Energy Savings by Program Compared to CDM Strategy Projections

CDM Program	Projected Savings in Strategy (GWh)	Actual Savings (GWh)
OPA Consumer Program	24.69	13.76
OPA Commercial & Institutional Program	31.31	30.43
OPA Industrial Program	6.96	1.39
OPA Home Assistance Program	N/A	0.34
Smart Meters/Time-of-Use	N/A	N/A
Pre-2011 Programs	N/A	7.88
Total Cumulative Reduction	62.96	53.8
% of Target (117 GWh)	53.8%	46.0%

As shown, Veridian is behind the level of 2011-13 demand reduction and energy savings and set out in its Strategy.

As detailed in its 2011 annual CDM report, Veridian’s Strategy contemplated the pursuit of further Board approved CDM programs to augment its results. However, such opportunities were limited when the Board introduced its CDM Guidelines, which clarify the types of program features that constitute duplication of OPA-Contracted Province-Wide CDM Programs. Due to the relatively broad scope of the OPA-Contracted Province-Wide CDM Programs and the restrictions on duplication, Veridian reported that it would increase its reliance on OPA-Contracted Province-Wide Programs as it worked towards its targets.

Veridian has made significant efforts to fully leverage OPA CDM program offerings, and has supported the expansion and augmentation of the OPA’s menu of program initiatives. For example:

- Veridian representatives continued to serve on three important industry working groups that worked to drive improvements to the OPA programs. These include the EDA’s CDM Caucus, and both the Consumer and Business program working groups.

- Commitments to pursue CDM measures were obtained from a sufficient number of large customers to support applications to the OPA for additional resources to assist these customers with the evaluation of retrofit projects. Applications submitted to the OPA have led to the hiring of two Roving Energy Managers in 2012 and two Embedded Energy Managers in 2013. These resources are expected to drive CDM program uptake for the remainder of the 2011-2014 framework.

Veridian remains committed to executing its current Strategy of fully utilizing all current and future OPA CDM programs as it pursues its 2014 targets.

4.3 Outlook to 2014 and Strategy Modifications

Attainment of Veridian's 2014 targets represents a significant challenge. This is particularly true for the demand reduction target.

On March 31st, 2014 the Minister of Energy issued a directive entitled "Continuance of the OPA's Demand Response Program under IESO management" which effectively halts new customer enrollments in the DR3 program until the IESO has a program in market. This is estimated to be some time in 2015.

The DR3 Initiative is a significant contributor to helping LDCs achieve their demands savings target. The program has taken some time to get traction and LDCs have been diligently working with their customers to encourage participation in the DR3 program. LDC customers are now in a position where many of them have contracted with an Aggregator but will be unable to participate due to the inability of the Aggregator to receive new contract schedules resulting in the current "pipeline" of potential DR contributors being stranded.

The challenge of meeting targets has been exacerbated by the loss of CDM potential within the business operations of some of Veridian's largest customers. During 2013, Veridian experienced a decline in the number of customers classified as Large Use (>5 MW). Over the past few years the number of customers in this customer class declined from five to two, with one of the reductions due to the complete closure of a large manufacturing facility. The closure took place in 2013.

As stated in Section 5.1 of this report, Veridian remains committed to its current Strategy of leveraging all current and further OPA CDM programs to support attainment of its targets. A particular emphasis will be placed on its large commercial, industrial and institutional customers, where the largest potential resides. It will also continue to support the refinement and expansion of OPA CDM programs that deliver value to customers and contribute to Veridian's 2014 targets.

5 Conclusion

Over the course of 2011 to 2013, Veridian has achieved 6.0 MW in peak demand savings and 79.8 GWh in energy savings, which represents 20.5% and 69.0% of Veridian's 2014 target, respectively. These results are representative of a considerable effort expended by Veridian, in cooperation with other LDCs, customers, channel partners and stakeholders to overcome many operational and structural issues that limited program effectiveness across all market sectors. This achievement is a success and the relationships built within the 2011-2014 CDM program term will aid results in a subsequent CDM term.

However, despite continuing improvements to existing programs, Veridian faces challenges in the attainment of its CDM targets. The challenge in meeting the demand reduction target is particularly acute. Progress toward targets has been hampered by a number of factors including 1) delays in the introduction of province wide CDM programs in 2011 and 2012, 2) structural and operational hurdles experienced as Ontario's 2011-14 CDM framework was implemented, 3) the closure of a large customer and the related loss of CDM potential, and 4) lack of LDC influence on TOU pricing and related CDM savings.

While there is limited time to make significant changes to the current program portfolios and have these changes reflected in LDC 2014 results, new and improved initiatives will continue to serve our industry and consumers during the post 2014 CDM framework.

Appendix A: Initiative Descriptions

Residential Program

APPLIANCE RETIREMENT INITIATIVE (Exhibit D)

Target Customer Type(s): Residential Customers

Initiative Frequency: Year round

Objectives: Achieve energy and demand savings by permanently decommissioning certain older, inefficient refrigeration appliances.

Description: This is an energy efficiency Initiative that offers individuals and businesses free pick-up and decommissioning of old large refrigerators and freezers. Window air conditioners and portable dehumidifiers will also be picked up if a refrigerator or a freezer is being collected.

Targeted End Uses: Large refrigerators, large freezers, window air conditioners and portable dehumidifiers.

Delivery: OPA centrally contracts for the province-wide marketing, call centre, appliance pick-up and decommissioning process. LDC's provides local marketing and coordination with municipal pick-up where available.

Additional Detail: Schedule B-1, Exhibit D on the OPA extranet and SaveONEnergy website

APPLIANCE EXCHANGE INITIATIVE (Exhibit E)

Target Customer Type(s): Residential Customers

Initiative Frequency: Spring and Fall

Objective: The objective of this Initiative is to remove and permanently decommission older, inefficient window air conditioners and portable dehumidifiers that are in Ontario.

Description: This Initiative involves appliance exchange events. Exchange events are held at local retail locations and customers are encouraged to bring in their old room air conditioners (AC) and dehumidifiers in exchange for coupons/discounts towards the purchase of new energy efficient equipment. Window ACs were discontinued from the program in 2013.

Targeted End Uses: Window air conditioners and portable dehumidifiers

Delivery: OPA contracts with participating retailers for collection of eligible units. LDCs provide local marketing.

Additional Detail: Schedule B-1, Exhibit C on the OPA extranet and SaveONEnergy website

HVAC INCENTIVES INITIATIVE (Exhibit B)

Target Customer Type(s): Residential Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to encourage the replacement of existing heating systems with high efficiency furnaces equipped with Electronically Commutated Motors (ECM), and to replace existing central air conditioners with ENERGY STAR qualified systems and products.

Description: This is an energy efficiency Initiative that provides rebates for the replacement of old heating or cooling systems with high efficiency furnaces (equipped with ECM) and ENERGY STAR® qualified central air conditioners by approved Heating, Refrigeration, and Air Conditioning Institute (HRAI) qualified contractors.

Targeted End Uses: Central air conditioners and furnaces

Delivery: OPA contracts centrally for delivery of the program. LDCs provide local marketing and encourage local contractors to participate in the Initiative.

Additional Detail: Schedule B-1, Exhibit B on the OPA extranet and SaveONenergy website

CONSERVATION INSTANT COUPON INITIATIVE (Exhibit A)

Target Customer Type(s): Residential Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to encourage households to purchase energy efficient products by offering discounts.

Description: This Initiative provides customers with year round coupons. The coupons offer instant rebates towards the purchase of a variety of low cost, easy to install energy efficient measures and can be redeemed at participating retailers. Booklets were directly mailed to customers and were also available at point-of-purchase. Downloadable coupons were also available at www.saveoneenergy.ca.

Targeted End Uses: ENERGY STAR® qualified Standard Compact Fluorescent Lights (“CFLs”), ENERGY STAR® qualified Light Fixtures lighting control products, weather-stripping, hot water pipe wrap, electric water heater blanket, heavy duty plug-in Timers, Advanced power bars, clothesline, baseboard programmable thermostats.

Delivery: The OPA develops the electronic version of the coupons and posts them online for download. Three LDC specific coupons were made available for local marketing and utilization by LDCs. The OPA enters into agreements with retailers to honour the coupons.

Additional Detail: Schedule B-1, Exhibit A on the OPA extranet and SaveONenergy website

BI-ANNUAL RETAILER EVENT INITIATIVE (Exhibit C)

Target Customer Type(s): Residential Customers

Initiative Frequency: Bi-annual events

Objective: The objective of this Initiative is to provide instant point of purchase discounts to individuals at participating retailers for a variety of energy efficient products.

Description: Twice a year (Spring and Fall), participating retailers host month-long rebate events. During the months of April and October, customers are encouraged to visit participating retailers where they can find coupons redeemable for instant rebates towards a variety of low cost, easy to install energy efficient measures.

Targeted End Uses: As per the Conservation Instant Coupon Initiative

Delivery: The OPA enters into arrangements with participating retailers to promote the discounted products, and to post and honour related coupons. LDCs also refer retailers to the OPA and market this initiative locally.

Additional Detail: Schedule B-1, Exhibit C on the OPA extranet and saveONenergy website

RETAILER CO-OP

Target Customer Type(s): Residential Customers

Initiative Frequency: Year Round

Objective: Hold promotional events to encourage customers to purchase energy efficiency measures (and go above-and-beyond the traditional Bi-Annual Coupon Events).

Description: The Retailer Co-op Initiative provides LDCs with the opportunity to work with retailers in their service area by holding special events at retail locations. These events are typically special promotions that encourage customers to purchase energy efficiency measures (and go above-and-beyond the traditional Bi-Annual Coupon Events).

Targeted End Uses: As per the Conservation Instant Coupon Initiative

Delivery: Retailers apply to the OPA for co-op funding to run special promotions that promote energy efficiency to customers in their stores. LDCs can refer retailers to the OPA. The OPA provides each LDC with a list of retailers who have qualified for Co-Op Funding as well as details of the proposed special events.

NEW CONSTRUCTION PROGRAM (Schedule B-2)

Target Customer Type(s): Residential Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to provide incentives to participants for the purpose of promoting the construction of energy efficient residential homes in the Province of Ontario.

Description: This is an energy efficiency Initiative that provides incentives to homebuilders for constructing new homes that are efficient, smart, and integrated (applicable to new single family dwellings). Incentives are provided in two key categories as follows:

- Incentives for homebuilders who install electricity efficiency measures as determined by a prescriptive list or via a custom option.
- Incentives for homebuilders who meet or exceed aggressive efficiency standards using the EnerGuide performance rating system.

Targeted End Uses: All off switch, ECM motors, ENERGY STAR® qualified central a/c, lighting control products, lighting fixtures, Energuide 83 whole home, energuide 85 whole homes

Delivery: Local engagement of builders will be the responsibility of the LDC and will be supported by OPA air coverage driving builders to their LDC for additional information.

Additional Detail: Schedule B-1, Exhibit C on the OPA extranet and SaveONEnergy website

RESIDENTIAL DEMAND RESPONSE PROGRAM (Schedule B-3)

Target Customer Type(s): Residential and Small Commercial Customers

Initiative Frequency: Year round

Objective: The objectives of this Initiative are to enhance the reliability of the IESO-controlled grid by accessing and aggregating specified residential and small commercial end uses for the purpose of load reduction, increasing consumer awareness of the importance of reducing summer demand and providing consumers their current electricity consumption and associated costs.

Description: In *peaksaver*PLUS™ participants are eligible to receive a free programmable thermostat or switch, including installation. Participants also receive access to price and real-time consumption information on an In Home Display (IHD).

Targeted End Uses: central air conditioning, electric hot water heaters and pool pumps

Delivery: LDC's recruit customers and procure technology

Additional Detail: Schedule B-1, Exhibit C on the OPA extranet and SaveONEnergy website

C&I Program

EFFICIENCY: EQUIPMENT REPLACEMENT INCENTIVE (ERII) (Schedule C-2)

Target Customer Type(s): Commercial, Institutional, Agricultural and Industrial Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to offer incentives to non-residential distribution customers to achieve reductions in electricity demand and consumption by upgrading to more energy efficient equipment for lighting, space cooling, ventilation and other measures.

Description: The Equipment Replacement Incentive Initiative (ERII) offers financial incentives to customers for the upgrade of existing equipment to energy efficient equipment. Upgrade projects can be classified into either: 1) prescriptive projects where prescribed measures replace associated required base case equipment; 2) engineered projects where energy and demand savings and incentives are calculated for associated measures; or 3) custom projects for other energy efficiency upgrades.

Targeted End Uses: lighting, space cooling, ventilation and other measures

Delivery: LDC delivered.

Additional Detail: Schedule C-2 on the OPA extranet and saveONenergy website

Lessons Learned:

DIRECT INSTALL INITIATIVE (DIL) (Schedule C-3)

Target Customer Type(s): Small Commercial, Institutional, Agricultural facilities and multi-family buildings

Initiative Frequency: Year round

Objective: The objective of this Initiative is to offer a free installation of eligible lighting and water heating measures of up to \$1,000 to eligible owners and tenants of small commercial, institutional and agricultural facilities and multi-family buildings, for the purpose of achieving electricity and peak demand savings.

Description: The Direct Installed Lighting Initiative targets customers in the General Service <50kW account category. This Initiative offers turnkey lighting and electric hot water heater measures with a value up to \$1,000 at no cost to qualifying small businesses. In addition, standard prescriptive incentives are available for eligible equipment beyond the initial \$1,000 limit.

Target End Uses: Lighting and electric water heating measures

Delivery: Participants can enroll directly with the LDC, or would be contacted by the LDC/LDC-designated representative.

Additional Detail: Schedule C-3 on the OPA extranet and SaveONenergy website

Initiative Activities/Progress:

EXISTING BUILDING COMMISSIONING INCENTIVE INITIATIVE (Schedule C-6)

Target Customer Type(s): Commercial, Institutional, and Agricultural Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to offer incentives for optimizing (but not replacing) existing chilled water systems for space cooling in non-residential facilities for the purpose of achieving implementation phase energy savings, implementation phase demand savings, or both.

Description: This Initiative offers Participants incentives for the following:

- scoping study phase
- investigation phase
- implementation phase
- hand off/completion phase

Targeted End Uses: Chilled water systems for space cooling

Delivery: LDC delivered.

Additional Detail: Schedule C-6 on the OPA extranet and SaveONEnergy website Additional detail is available:

Initiative Activities/Progress:

NEW CONSTRUCTION AND MAJOR RENOVATION INITIATIVE (HPNC) (Schedule C-4)

Target Customer Type(s): Commercial, Institutional, Agricultural and Industrial Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to encourage builders/major renovators of commercial, institutional, and industrial buildings (including multi-family buildings and agricultural facilities) to reduce electricity demand and/or consumption by designing and building new buildings with more energy-efficient equipment and systems for lighting, space cooling, ventilation and other Measures.

Description: The New Construction initiative provides incentives for new buildings to exceed existing codes and standards for energy efficiency. The initiative uses both a prescriptive and custom approach.

Targeted End Uses: New building construction, building modeling, lighting, space cooling, ventilation and other Measures

Delivery: LDC delivers to customers and design decision makers.

Additional Detail: Schedule C-4 on the OPA extranet and SaveONEnergy website

ENERGY AUDIT INITIATIVE (Schedule C-1)

Target Customer Type(s): Commercial, Institutional, Agricultural and Industrial Customers

Initiative Frequency: Year round

Objective: The objective of this Initiative is to offer incentives to owners and lessees of commercial, institutional, multi-family buildings and agricultural facilities for the purpose of undertaking assessments to identify all possible opportunities to reduce electricity demand and consumption within their buildings or premises.

Description: This Initiative provides participants incentives for the completion of energy audits of electricity consuming equipment located in the facility. Energy audits include development of energy baselines, use assessments and performance monitoring and reporting.

Targeted End Uses: Various

Delivery: LDC delivered.

Additional Detail: Schedule C-1 on the OPA extranet Schedule C-1 and SaveONenergy website
<https://saveonenergy.ca/Business/Program-Overviews/Audit-Funding.aspx>

Industrial Program

PROCESS & SYSTEMS UPGRADES INITIATIVE (PSUI) (Schedule D-1)

Target Customer Type(s): Industrial, Commercial, Institutional and Agricultural Customers

Initiative Frequency: Year round

Objectives: The objectives of this Initiative are to:

- Offer distribution customers capital incentives and enabling initiatives to assist with the implementation of large projects and project portfolios;
- Implement system optimization project in systems which are intrinsically complex and capital intensive; and
- Increase the capability of distribution customers to implement energy management and system optimization projects.

Description: PSUI is an energy management Initiative that includes three Initiatives: (preliminary engineering study, detailed engineering study, and project incentive Initiative). The incentives are available to large distribution connected customers with projects or portfolio projects that are expected to generate at least 350 MWh of annualized electricity savings or, in the case of Micro-Projects, 100 MWh of annualized electricity savings. The capital incentive for this Initiative is the lowest of:

- a) \$200/MWh of annualized electricity savings
- b) 70% of projects costs
- c) A one year pay back

Targeted End Uses: Process and systems

Delivery: LDC delivered with Key Account Management support, in some cases.

Additional Detail: Schedule D-1 on the OPA extranet and saveONenergy website
<https://saveonenergy.ca/Business.aspx>

MONITORING & TARGETING INITIATIVE (Schedule D-2)

Target Customer Type(s): Industrial, Commercial, Institutional and Agricultural Customers

Initiative Frequency: Year round

Objective: This Initiative offers access to funding for the installation of Monitoring and Targeting systems in order to deliver a minimum savings target at the end of 24 months and sustained for the term of the M&T Agreement.

Description: This Initiative offers customers funding for the installation of a Monitoring and Targeting system to help them understand how their energy consumption might be reduced. A facility energy manager, who regularly oversees energy usage, will now be able to use historical energy consumption performance to analyze and set targets.

Targeted End Uses: Process and systems

Delivery: LDC delivered with Key Account Management support, in some cases.

Additional Detail: Schedule D-2 on the OPA extranet and saveONenergy website
<https://saveonenergy.ca/Business.aspx>

ENERGY MANAGER INITIATIVE (Schedule D-3)

Target Customer Type(s): Industrial, Commercial, Institutional and Agricultural Customers

Initiative Frequency: Year round

Objective: The objective of this initiative is to provide customers and LDCs the opportunity to access funding for the engagement of energy managers in order to deliver a minimum annual savings target.

Description: This Initiative provides customers the opportunity to access funding to engage an on-site, full time embedded energy manager, or an off-site roving energy manager who is engaged by the LDC. The role of the energy manager is to take control of the facility's energy use by monitoring performance, leading awareness programs, and identifying opportunities for energy consumption improvement, and spearheading projects. Participants are funded 80% of the embedded energy manager's salary up to \$100,000 plus 80% of the energy manager's actual reasonable expenses incurred up to \$8,000 per year. Each embedded energy manager has a target of 300 kW/year of energy savings from one or more facilities. LDCs receive funding of up to \$120,000 for a Roving Energy Manager plus \$8,000 for expenses.

Targeted End Uses: Process and systems

Delivery: LDC delivered with Key Account Management support, in some cases.

Additional Detail: Schedule D-3 on the OPA extranet and SaveONenergy website
<https://saveonenergy.ca/Business.aspx>

KEY ACCOUNT MANAGER (KAM) (Schedule D-4)

Target Customer Type(s): Industrial, Commercial, Institutional and Agricultural Customers

Initiative Frequency: Year round

Objective: This initiative offers LDCs the opportunity to access funding for the employment of a KAM in order to support them in fulfilling their obligations related to the PSUI.

Description: This Initiative provides LDCs the opportunity to utilize a KAM to assist their customers. The KAM is considered to be a key element in assisting the consumer in overcoming traditional barriers related to energy management and help them achieve savings since the KAM can build relationships and become a significant resource of knowledge to the customer.

Targeted End Uses: Process and systems

Delivery: LDC delivered

Additional Detail: Scheduled-4 on the OPA extranet.

DEMAND RESPONSE 3 (Schedule D-6)

Target Customer Type(s): Industrial, Commercial, Institutional and Agricultural Customers

Initiative Frequency: Year round

Objective: This Initiative provides for Demand Response (“DR”) payments to contracted participants to compensate them for reducing their electricity consumption by a pre-defined amount during a DR event.

Description: Demand Response 3 (“DR3”) is a demand response Initiative for commercial and industrial customers, of 50 kW or greater to reduce the amount of power being used during certain periods of the year. The DR3 Initiative is a contractual resource that is an economic alternative to procurement of new generation capacity. DR3 comes with specific contractual obligations requiring participants to reduce their use of electricity relative to a baseline when called upon. This Initiative makes payments for participants to be on standby and payments for the actual electricity reduction provided during a demand response event. Participants are scheduled to be on standby approximately 1,600 hours per calendar year for possible dispatch of up to 100 hours or 200 hours within that year depending on the contract.

Targeted End Uses: Commercial and Industrial Operations

Delivery: DR3 is delivered by Demand Response Providers (“DRPs”), under contract to the OPA. The OPA administers contracts with all DRPs and Direct Participants (who provide in excess of 5 MW of demand response capacity). OPA provides administration including settlement, measurement and verification, and dispatch. LDCs are responsible for local customer outreach and marketing efforts.

Additional Detail: Schedule D-6 available on the OPA and SaveONEnergy website
<https://saveonenergy.ca/Business.aspx>

In Market Date: January 2011

It is noted that while the Schedule for this Initiative was not posted until May 2011, the Aggregators reported that they were able to enroll customers as of January 2011.

LOW INCOME INITIATIVE (HOME ASSISTANCE PROGRAM) (Schedule E-1)

Target Customer Type(s): Income Qualified Residential Customers

Initiative Frequency: Year Round

Objective: The objective of this Initiative is to offer free installation of energy efficiency measures to income qualified households for the purpose of achieving electricity and peak demand savings.

Description: This is a turnkey Initiative for income qualified customers. It offers residents the opportunity to take advantage of free installation of energy efficient measures that improve the comfort of their home, increase efficiency, and help them save money. All eligible customers receive a Basic and Extended Measures Audit, while customers with electric heat also receive a Weatherization Audit. The Initiative is designed to coordinate efforts with gas utilities.

Targeted End Uses: End use measures based on results of audit (i.e. compact fluorescent light bulbs)

Delivery: LDC delivered.

Additional Detail: Schedule E available on the OPA extranet.

Initiative Activities/Progress:

BPI took the lead on a group RFP for Home Assistance Program provider in 2011. Due to the delay in schedule release, and the time required for the RFP process, BPI was not in market in 2011, however launched in early 2012.

Appendix B: Pre-2011 Programs

ELECTRICITY RETROFIT INCENTIVE PROGRAM

Target Customer Type(s): Commercial, Institutional, and Agricultural Customers

Initiative Frequency: Year Round

Objective: The objective of this Initiative is to offer incentives to non-residential distribution customers to achieve reductions in electricity demand and consumption by upgrading to more energy efficient equipment for lighting, space cooling, ventilation and other measures.

Description: The Equipment Replacement Incentive Program (ERIP) offered financial incentives to customers for the upgrade of existing equipment to energy efficient equipment. This program was available in 2010 and allowed customers up to 11 months following Pre-Approval to complete their projects. As a result, a number of projects Pre-Approved in 2010 were not completed and in-service until 2011. The electricity savings associated with these projects are attributed to 2011.

Targeted End Uses: Electricity savings measures

Delivery: LDC Delivered

HIGH PERFORMANCE NEW CONSTRUCTION

Target Customer Type(s): Commercial, Institutional, and Agricultural Customers

Initiative Frequency: Year round

Objective: The High Performance New Construction Initiative provided incentives for new buildings to exceed existing codes and standards for energy efficiency. The Initiative uses both a prescriptive and custom approach and was delivered by Enbridge Gas under contract with the OPA (and subcontracted to Union Gas), which ran until December 2010.

Description: The objective of this Initiative is to encourage builders of commercial, institutional, and industrial buildings (including multi-family buildings and agricultural facilities) to reduce electricity demand and/or consumption by designing and building new buildings with more energy-efficient equipment and systems for lighting, space cooling, ventilation and other Measures.

Targeted End Uses: New Building construction, building modeling, lighting, space cooling, ventilation and other measures

Delivery: Through Enbridge Gas (and subcontracted to Union Gas)

MULTIFAMILY ENERGY EFFICIENCY REBATES

Target Customer Type(s): Residential Multi-unit buildings

Initiative Frequency: Year round

Objective: Improve energy efficiency of Multi-unit building

Description: OPA's Multifamily Energy Efficiency Rebates (MEER) Initiative applies to multifamily buildings of six units or more, including rental buildings, condominiums, and assisted social housing. The OPA contracted with GreenSaver to deliver the MEER Initiative outside of the Toronto Hydro service territory. Activities delivered in Toronto were contracted with the City.

Similar to ERII and ERIP, MEER provides financial incentives for prescriptive and custom measures, but also funds resident education. Unlike ERII, where incentives are paid by the LDC, all incentives through MEER are paid through the contracted partner (i.e. GreenSaver).

Targeted End Uses: Electricity saving measures

Delivery: OPA contracted with Greensaver