



September 30, 2014

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

Dear Ms. Walli:

**RE: Guelph Hydro Electric Systems Inc. (ED-2002-0565)
Conservation and Demand Management (CDM) Code for
Electricity Distributors- CDM Annual Filing (EB-2010-0215)**

In accordance with the Ontario Energy Board's (OEB) "*Conservation and Demand Management Code for Electricity Distributors*", issued on September 16, 2010, attached is Guelph Hydro Electric Systems Inc.'s 2013 CDM Annual Report submission.

Respectfully submitted

A handwritten signature in blue ink, appearing to read "Cristina Birceanu".

Cristina Birceanu

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Guelph Hydro Electric Systems 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 Guelph Hydro Electric Systems Inc. (Guelph Hydro) 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 update to Guelph Hydro’s CDM Strategy. Accordingly, this report outlines Guelph Hydro’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.

Guelph Hydro 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 writing this report the OPA has not released any verified results of TOU savings to Guelph Hydro.

In 2011, Guelph Hydro 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 2013 Guelph Hydro achieved 6.1 MW of net incremental peak demand savings and 8.1 GWh of net incremental energy savings. A summary of Guelph Hydro’s verified achievements towards the 2014 CDM targets is shown below:

OPA-Contracted Province-Wide CDM Programs Final Verified 2013 Results				
LDC: Guelph Hydro Electric Systems Inc.				
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)	6.1	8.3	49.9%	77.6%
Net Energy Savings (GWh)	8.1	101.3	127.4%	127.4%
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				

At year-end 2013, Guelph Hydro has exceeded its 2014 electricity energy savings target of 79.53 GWh with a total 101.3 GWh achieved from 2011 through 2013 inclusive. Although Guelph Hydro’s 2013 peak demand savings, including the anticipated impact of demand response resources under “Scenario 2”, are slightly below target, a pipeline analysis prepared for this report forecasts a shortfall of approximately 1.4 MW, or 8.5% of Guelph Hydro’s 2014 peak demand reduction target of 16.91 MW. Given the anticipated shortfall, Guelph Hydro continues to work actively on participant engagement. In addition, Guelph Hydro has partnered with other LDCs, and has been working with the Ontario Power Authority (“OPA”) and the Electrical Distribution Association (“EDA”) to improve program effectiveness. However, it is Guelph Hydro’s belief that this effort in itself may not fully overcome the forecasted peak demand savings shortfall.

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 Guelph Hydro to require Guelph Hydro, as a condition of its license, to achieve 79.53 GWh of energy savings and 16.71 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, Guelph Hydro submitted its CDM Strategy on November 1, 2010, which provided a high level of description of how Guelph Hydro 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 Guelph Hydro, and has been prepared in accordance with the Code requirement. This report covers the period from January 1, 2013 to December 31, 2013.

Guelph Hydro submitted its 2011 Annual Report on October 1, 2012 which summarized the CDM activities, successes and challenges experienced by Guelph Hydro 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.

Guelph Hydro submitted its 2012 Annual Report on September 30, 2013, which summarized the CDM activities undertaken by Guelph Hydro 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 was not likely and that a shortfall was expected.

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.

The report identified that although there have been improvements to programs there still remains some shortcomings to the design and delivery of certain initiatives that have resulted in a negative impact to some programs. In particular, the change management process still requires improvements 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 in Guelph Hydro’s 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. Guelph Hydro 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. 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, including Cambridge and North Dumfries Hydro, Powerstream and Sudbury Hydro. 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 Guelph Hydro. Therefore Guelph Hydro is unable 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	Rates (cents/kWh)		
	On Peak	Mid Peak	Off Peak
Effective Date			
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:

Guelph Hydro began transitioning its RPP customers to TOU billing in May 2011. At December 31st, 2013, 48,627 RPP customers were on TOU billing.

1.3 Guelph Hydro’s Application with the OEB

Guelph Hydro did not submit a CDM program application to the OEB in 2013, as all LDCs are required to work through the OPA prior to submitting an OEB funding application, see below for more details. The OPA will review CDM program proposals to ensure viability and non-duplicative nature of the proposed program.

1.4 Guelph Hydro’s Application with the OPA’s Conservation Fund

In 2013, the OPA introduced the Conservation Fund as a mechanism to support LDC’s 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 2013 the Conservation Fund also supported the development of three social benchmarking pilot projects in collaboration with Hydro One, Milton Hydro and Horizon Utilities. 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

Guelph Hydro’s experience with the OPA’s Conservation Fund was not as positive as other LDC experiences described above.

As noted in Guelph Hydro's 2011 CDM Annual Report, in 2011 Guelph Hydro undertook some activities towards the development of an OEB Tier2 / Tier 3 program funding application, including:

- the review and analysis of OEB Decision EB-2011-0011, the "Toronto Hydro decision", particularly with respect to the requirements of the "non-duplicative" nature of proposed programs, and the need for OPA review and discussion prior to the submission of an application;
- an analysis and comparison of the proposed programs and Tier 1 programs;
- further development of a preliminary set of proposals included in Guelph Hydro's CDM Strategy, including the refinement of program measures and development of preliminary program specific TRC calculations. Potential programs included:
 - **Home Efficiency Visit;**
 - **Education – "Generation Conservation";**
 - **Smart Wash; and**
 - **Royal Flush.**
- preliminary discussions with the OPA regarding the proposal submission and review process in December 2011.

In 2012 Guelph Hydro continued working with the OPA regarding the viability of the potential Tier2 / Tier 3 programs listed above. Through Q1 – Q2 2012, the first phase of the OPA project review process attempted to determine whether any of the proposed projects were deemed "duplicative" using the parameters provided by regulatory guidelines. The end result of this work indicated that the proposed Home Efficiency Visit program was clearly duplicative of existing OPA Tier 1 programs, for a variety of reasons, including the use of measures offered in other programs, while targeting a different customer segment, but that the Smart Wash and Royal Flush programs would not be deemed "duplicative" of existing Tier 1 programs. The OPA indicated that more work was required by Guelph Hydro to validate the potential Smart Wash and Royal Flush programs through a variety of cost-benefit calculations before the submission could be taken to the next step.

Early in 2012 Guelph Hydro intended to work through the next steps associated with a Tier 2 / Tier 3 application for the potential programs identified above. However, due to the uncertainty around approvals for these programs, Guelph Hydro determined that there was a greater need to focus on the delivery of existing programs already in market. The effort put into the secondary program development, review and approval processes was deemed a distraction, and this work was put on hold.

In 2013 Guelph Hydro was approached by the OPA to submit proposals to the OPA's Conservation Fund Program Innovation Stream "as a funding mechanism established by the OPA for the design and pilot delivery of innovative LDC programs. The objective is to provide LDCs with the funding required to pilot unique programs not currently served by existing conservation initiatives and that have the potential for local, regional or province wide expansion".

In November and December 2013, Guelph Hydro resurrected the water-based electricity savings conservation program "SmartWash", re-engaged a consultant to help refine program assumptions, prepare Total Resource Cost (TRC) calculations and build a basic business case. The proposal explicitly included exploring potential issues around expanding the program beyond a local Guelph based program. A proposal was submitted to the OPA, with a follow-up conference call with all parties to review the details of the proposal. The conference call entailed a short series of questions and limited discussion around the proposal. At the conclusion of the call there was no clear go forward direction. After several attempted follow-ups with the OPA, Guelph Hydro received a voicemail indicating the proposal was not approved. There was no written correspondence indicating shortcomings of the proposal, nor the need to explore changes required in order for it to proceed.

After additional repeated inquiries through Q2-2014, in June 2014 Guelph Hydro finally received a formal letter from the OPA indicating the SmartWash proposal was not accepted. The rationale given was that the program was already in market. Contrary to this assertion, one of the reasons for pursuing the program proposal through the OPA is that there was no funding source for the program. Neither was (nor currently is) water based electricity conservation of this nature addressed through the current province wide Tier 1 suite of saveONenergy programs. Before an LDC can submit a CDM program funding application to the OEB, the LDC is required to work through the OPA to ensure viability and a non-duplicative nature of the proposed program. The project proposal had previously clearly been accepted in Q1-Q2 2012 as “non-duplicative” in nature.

Based on Guelph Hydro’s experience through 2012-2013, at this time it is unclear if Guelph Hydro will be putting forward future applications for program designs. The experience did not set the stage for a future co-operative effort with the OPA in bringing additional programs to market, or as a local pilot program.

2 OPA-Contracted Province-Wide CDM Programs

2.1 Introduction

Effective March 11, 2011, Guelph Hydro entered into an agreement with the OPA to deliver CDM programs extending from January 1, 2011 to December 31, 2014. These programs are listed below, with program details included in Appendix A – Initiative Descriptions.

In addition, Guelph Hydro's CDM portfolio summary results include projects started prior to 2011, but which were completed in 2011. These programs are described in more detail below, as well as in Appendix B - Pre-2011 Programs.

Initiative	Schedule	Date schedule posted	Guelph Hydro in Market Date
Residential Programs			
Appliance Retirement	Schedule B-1, Exhibit D	Jan 26, 2011	Q1 - 2011
Appliance Exchange	Schedule B-1, Exhibit E	Jan 26, 2011	Q2 - 2011
HVAC Incentives	Schedule B-1, Exhibit B	Jan 26, 2011	Q2 - 2011
Conservation Instant Coupon Booklet	Schedule B-1, Exhibit A	Jan 26, 2011	Q1 - 2011
Bi-Annual Retailer Event	Schedule B-1, Exhibit C	Jan 26, 2011	Q3 - 2011
Retailer Co-op	n/a	n/a	n/a
Residential Demand Response	Schedule B-3	Aug 22, 2011	2012 – see 2.2.1.8
New Construction Program	Schedule B-2	Jan 26, 2011	n/a
Home Assistance Program	Schedule E-1	May 9, 2011	n/a – see 2.2.4
Commercial & Institutional Programs			
Efficiency: Equipment Replacement	Schedule C-2	Jan 26, 2011	Q2 - 2011
Direct Install Lighting <ul style="list-style-type: none"> • General Service <50 kW 	Schedule C-3	Jan 26, 2011	Q2 - 2011
Existing Building Commissioning Incentive	Schedule C-6	Feb 2011	n/a
New Construction and Major Renovation Initiative	Schedule C-4	Feb 2011	Q4 – 2012
Energy Audit	Schedule C-1	Jan 26, 2011	Q3 - 2011
Commercial Demand Response <ul style="list-style-type: none"> • General Service <50 kW 	Schedule B-3	Jan 26, 2011	Q1 - 2011
Industrial Programs - General Service 50 kW & above			

Process & System Upgrades	Schedule D-1	May 31, 2011	Q4 - 2011
Monitoring & Targeting	Schedule D-2	May 31, 2011	Q4 - 2011
Energy Manager	Schedule D-3	May 31, 2011	n/a
Key Account Manager ("KAM")	Schedule D-4	May 31, 2011	Q2 - 2011
Efficiency Equipment Replacement Incentive • (part of the C&I program schedule)	Schedule C-2	May 31, 2011	Q2 - 2011
Demand Response 3	Schedule D-6	May 31, 2011	Q1 - 2011

Additional CDM results were realized towards LDC's 2011-2014 targets through the pre-2011 programs listed below:

- Electricity Retrofit Incentive Program
- High Performance New Construction
- Toronto Comprehensive
- Multifamily Energy Efficiency Rebates
- Data Centre Incentive Program
- EnWin Green Suites

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 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 verified results. LDCs are anxiously waiting to see what results will be attributed in the 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 continue 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:

Guelph Hydro provided local marketing and customer support for this initiative as summarized in the following table.

Initiatives/Activities	Timeframe	Progress
Community Event: - Public Lunch & Learns	Q1	- interactive promotion to encourage FFP participation
On-Bus Advertisement	Q1 - Q4	- effective in creating phone calls during the high purchase seasons for appliance replacement
Community Events: - Multi-cultural Fest - Ribfest - Fall Home show - Tiger Cat Games - Brick Tent Event - Presentation on Income Property with Scott McGuilvary - E-Merge Outreach & Home Visits	Q1 - Q4	- highest attended community events, excellent engagement and program education - Tiger Cats a one season opportunity that had excellent results - Brick Tent event was an appliance retailer engagement to capture an audience as they are purchasing new to utilize the program
Newspaper Advertisements	Q1 - Q4	- dedicated advertisements for FFP in community focused papers
Phone System	Q2 - Q4	- dedicated messaging for FFP
Banner	Q1 - Q4	- effective for internal and external events
Brochures	Q1 - Q4	- fold with other programs and tips - 2 different sets
FFP buckslips	Q1 - Q4	- FFP dedicated double-sided handouts for use at all community outreach events
FFP magnets	Q1 - Q4	- FFP dedicated fridge magnets for use at all community outreach events
Spring & Fall Retailer Events	Q2, Q4	- 4 locations - very successful, joint effort with other

		<i>initiatives</i>
<i>Social Media</i>	Q1 - Q4	- <i>using Twitter to promote FFP has resulted in re-tweets and program inquiries</i>
<i>CJOY Radio Partnership</i>	Q4	- <i>a series of ads and “presented to you by ...” during the 2013-2014 Guelph Storm OHL hockey games broadcasted on the radio</i>

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 straightened 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:

Guelph Hydro provided some local marketing and customer support for this initiative.

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:

Guelph Hydro provided local marketing and customer support for this initiative as summarized in the following table.

<i>Initiatives/Activities</i>	<i>Timeframe</i>	<i>Progress</i>
<i>On-Bus Advertisement</i>	<i>Q1 – Q4</i>	<i>- effective in generating phone calls during high purchase seasons for AC and furnace</i>
<i>Community Events:</i> <i>- Multi-cultural Fest</i> <i>- Ribfest</i> <i>- Fall Home Show</i> <i>- Tiger Cat Games</i> <i>- Lunch & Learn</i> <i>- Brick Tent Event</i> <i>- Presentation on Income Property with Scott McGuilvary</i> <i>- E-Merge Outreach & Home Visits</i>	<i>Q1 – Q4</i>	<i>- highest attended city events, excellent engagement and program education</i>

<i>Banners</i>	Q1 - Q4	- <i>very effective visual for internal and external events</i>
<i>Newspaper and Magazine Advertisements</i>	Q1 - Q4	- <i>community driven newspaper and magazines, excellent accompaniment to AC replacements ads and fliers</i>
<i>Brochures</i>	Q1 - Q4	- <i>4 fold and 3 fold brochures for all outreach initiatives</i>
<i>Spring & Fall Retailer Events</i>	Q2, Q4	- <i>4 locations</i> - <i>very successful, joint effort with other initiatives</i>
<i>HVAC Residential checklist</i>	Q1 - Q4	- <i>checklist was very well received as an event handout, containing education & tips on what to look for when hiring a contractor</i>
<i>CJOY Radio Partnership</i>	Q4	- <i>a series of ads and “presented to you by ...” during the 2013-2014 Guelph Storm OHL hockey games broadcasted on the radio</i>

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.

- In 2013, for the first time, Guelph Hydro engaged customers at locations where they could purchase appliances. We were given permission to hand out magnets and literature to customers looking to remove their old appliances prior to receiving delivery of their new ones.

2.2.1.4 Conservation Instant Coupon Initiative (Exhibit A)

Initiative Activities/Progress:

Guelph Hydro provided local marketing and customer support for this initiative as summarized in the following table.

Initiatives/Activities	Timeframe	Progress
<i>Mass coupons, Brochures</i>	Q1 – Q4	<ul style="list-style-type: none"> - effective during the high purchase seasons - brochures provided customers with checklists to ensure that they utilized their coupons
<i>Retail Events:</i> <ul style="list-style-type: none"> - Home Depot - Canadian Tire - TSC 	Q3 - Q4	<ul style="list-style-type: none"> - distribution on site - having representatives assist customers in their purchase decisions and explaining the coupon redemption process definitely helped increase the numbers - LED coupons drove traffic by displays
<i>Envelope Overprints</i>	Q3	<ul style="list-style-type: none"> - printed on all hydro & water billing envelopes
<i>Social Media</i>	Q1 - Q4	<ul style="list-style-type: none"> - used Twitter to distribute the link for print your own coupons
<i>Community Events:</i> <ul style="list-style-type: none"> -Multicultural Fest -Ribfest -Spring Home Show -Tigercat Games -Lunch & Learn 	Q1 – Q4	<ul style="list-style-type: none"> - mass distribution of printed coupons at all of the these events - the addition of the LED coupons was very successful

<p><i>-Presentation on Income Property with Scott McGuilvary</i></p> <p><i>-E-Merge Outreach & Home Visits</i></p>		
<p><i>CJOY Radio Partnership</i></p>	<p>Q4</p>	<p><i>- a series of ads and “presented to you by ...” during the 2013-2014 Guelph Storm OHL hockey games broadcasted on the radio</i></p>

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 located throughout a retail environment weakens the impact.
- In 2013 Guelph Hydro produced its own coupons to try and make up for the shortfall of coupons books not being available.
- The addition of the LED coupon was highly successful and resulted in high customer traction at various events.

2.2.1.5 *Bi-Annual Retailer Event Initiative (Exhibit C)*

Initiative Activities/Progress:

In 2013 Guelph Hydro participated at these events with engaged local retailers. Based on the success of these events, Guelph Hydro plans to continue participation with these events in 2014. Having a knowledgeable and well-trained staff presence at the stores resulted in a significant increase in coupon redemption during the retailer events.

Additional Comments:

- This Initiative is strongly influenced by the retail participants.
- 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:

Guelph Hydro was unable to participate in retailer co-op events in 2013 due to limited resources.

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:

Guelph Hydro provided some local marketing and customer support for this initiative.

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:

Guelph Hydro provided local marketing and customer support for the *peaksaverPLUS*TM initiative as summarized in the following table.

<i>Initiatives/Activities</i>	<i>Timeframe</i>	<i>Progress</i>
<i>Community Events:</i> - <i>Ribfest</i> - <i>Multicultural Fest</i>	<i>Q1 - Q4</i>	- <i>best attended events</i> - <i>-utilized for pre-enrolment into</i>

<ul style="list-style-type: none"> - <i>Spring Home Show</i> - <i>Tigercat Games</i> - <i>Lunch & Learn</i> - <i>Presentation on Income Property with Scott McGuilvary</i> - <i>E-Merge Outreach & Home Visits</i> 		<i>peaksaverPLUS</i>
<i>Retailer Participation</i> <ul style="list-style-type: none"> - <i>Spring & Fall Retailer events</i> 	Q3 - Q4	- <i>these events were used for enrolment into peaksaverPLUS</i>
<i>Phone System, Website</i>	Q1 - Q4	- <i>recording on Guelph Hydro's telephone system promoting pre-enrolment into peaksaverPLUS</i>
<i>Banner</i>	Q1 – Q4	- <i>effective branding for internal and external events</i>
<i>CJOY Radio Partnership</i>	Q4	- <i>a series of ads and “presented to you by ...” during the 2013-2014 Guelph Storm OHL hockey games broadcasted on the radio</i>

Status of Guelph Hydro’s peaksaverPLUS™ Program Delivery:

As noted In Guelph Hydro's 2011 CDM Annual Report, Guelph Hydro chose to include a unique feature which exceeded the minimum functional specification of the Advanced Metering Infrastructure (AMI) initiative in its Smart Meter deployment. This feature was a second communication chip known as a “Zigbee” chip, which permits communication with Zigbee- compliant devices, such as In Home Displays (IHD) or programmable thermostats inside the home, through the AMI communication network. This was done several years in advance of the current CDM program, in anticipation of the future need to support CDM programs through communication with Zigbee-enabled devices inside the home.

In 2012 Guelph Hydro finalized its evaluation and selection of an “enhanced” IHD following bench testing of a variety of devices interfacing with a Zigbee enabled smart meter in conjunction with the AMI back-office software. Primary considerations in device testing and selection were customer engagement potential (offering the consumer an engagement experience that would survive the initial IHD novelty factor for a more sustained customer behavioral change), and device stability (maintaining smart meter - IHD pairing and its automatic restoration in the event of a loss of device pairing).

In 2012 Guelph Hydro also worked with its AMI vendor to improve the scalability and operations interface of the AMI back-office software needed to manage IHD inventory and Smart Meter IHD pairing and commissioning. This required the development and implementation of a significant upgrade of its AMI Home Area Network (HAN) Communication Manager (HCM) software. These system upgrades and enhancements were completed Q1 2013.

In the second half of 2013 Guelph Hydro designed a field pilot program to validate assumptions regarding the IHD customer experience, and gather feedback to be incorporated into the program prior to wide scale IHD roll-out. A unique feature of the pilot was the inclusion of a second IHD, as preliminary customer feedback from various outreach events earlier in the year led us to believe that not all customers were looking for an “enhanced” experience IHD with WiFi enabled additional functionality and/or a smart phone or tablet app. We wanted to better understand the implications through a field trial, and to this end selected, bench tested and then commissioned a secondary IHD with a simplified user interface, fridge-magnet style portability, and streamlined setup process.

The field pilot was undertaken Q3 - Q4 of 2013, and provided a few surprising results:

- a larger than expected number of customers were interested in a basic IHD without a network connection, raising questions around “big brother” and cloud services;
- some customers self-identified as “green” did not activate the IHD nor proactively participate in the pilot in spite of several reminders; and
- our “enhanced” IHD activation & commissioning process was confusing to some customers, and resulted in a larger than expected number of follow-up support calls. We needed to improve this process, as well as our setup guide, before we could reasonably launch the program.

Activities to address the customer feedback findings of the field pilot would continue into early 2014.

Throughout the field pilot, and in light of the 2013 program deployment delays, Guelph Hydro took the proactive approach of creating a customer pre-enrolment registration into the *peaksaverPLUS*[™] program. Based on customer feedback regarding the unique capabilities of the “enhanced experience” IHD during our 2013 marketing efforts, we were confident that many customers were very excited for the implementation of this program.

When the program is fully launched to market in 2014, Guelph Hydro does anticipate that the delays in program delivery will have resulted in an improved program offering, customer experience, and ideally program uptake and behavioral change. Guelph Hydro anticipates that an IHD with a strong customer connection will be an excellent vehicle to help promote the *peaksaverPLUS*[™] program, and will somewhat mitigate the impact of the deployment delay.

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 exceed 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.

Feedback from customers that were engaged in the 2013 EM&V process indicated both surprise and disappointment in the use of non-Canadian consultants or consulting firms. One customer felt that the interview contained the same question asked in a variety of ways, in order to obtain a specific answer. As LDCs, we are not informed of which customers are being interviewed, and the outcomes of the individual interviews are not provided back to the LDC.

As such, the LDC is unaware of either a positive or negative result of the EM&V process. This does not provide the LDC the opportunity to discuss and/or dispute a negative outcome that will impact their CDM results achieved.

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 (ERI) (Schedule C-2)

Initiative Activities/Progress:

Guelph Hydro provided local marketing and customer support for this initiative as summarized in the following table.

On a first come, first served basis, in 2013 Guelph Hydro continued to make metering equipment available to potential ERI participants, at no charge to the customer. This type of metering equipment supports the pre- and post-project measurements that are required to substantiate some ERI projects. This effort was undertaken as a way to remove potential barriers to program participation, with extremely positive feedback from customers using the service.

Initiatives/Activities	Timeframe	Progress
<i>Proactive Sales Calls</i>	Q1 - Q4	- regular proactive and reactive direct sales calls by Key Accounts Manager and Energy Services Representatives to sell energy efficiency projects
<i>Business Events:</i> - Retrofit Workshop - Chamber of Commerce Event - Lunch & Learns - Formal Cheque Presentations - Technology Trade shows	Q1 - Q4	- events targeting the business community as well as institutional and industrial customers to promote saveONenergy programs, incentive potential and local success stories - cheque presentations make great success stories in the local papers and excellent case studies to share with other customers

- City Presentation		
Community & Retailer Events: - Multi-cultural Fest - Ribfest - Chamber Table Top	Q1 - Q4	- while these events primarily focused on the Consumer segment, collateral materials were available for distribution and conversations were had with some customers on the Business program offerings
Advertising in Local Business Publications	Q1 - Q4	- Chamber of Commerce, Business Ventures, Moving Business Forward, etc business program advertising
Case Studies, Matte Articles, Press Releases	Q1 - Q4	- program promotion and case studies to showcase success stories beyond the "low hanging fruit" of lighting projects
CRM Applicant Representative Training	Q1 - Q4	- personalized CRM orientation / training for customers, their agents and applicant reps to provide improved CRM self-service and minimize the number of application entry and administration issues
Brochures Laminated Work Sheets	Q1 - Q4	- expanded customer education and support offerings, including laminated work sheets for channel partners to utilize in their daily business operations, with excellent feedback

Additional Comments:

- A large proportion of LDC savings are attributed to ERIL.
- Capability building programs from Industrial programs have had very positive contributions to ERIL program.
- This Initiative is affected by the state of the economy and the ability of some commercial/institutional facilities 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 applications 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:

Guelph Hydro provided local marketing and customer support for this initiative as summarized in the following table.

<i>Initiatives/Activities</i>	<i>Timeframe</i>	<i>Progress</i>
<i>Proactive door-to-door sales calls</i>	Q1 - Q4	- <i>Customers canvassed door-to-door for free audit and no-charge measures</i>
<i>Call centre</i>	Q1 - Q4	- <i>Outbound call centre calls as well as inbound calls received through various marketing efforts & word-of-mouth</i>
<i>Business Events:</i> - <i>Retrofit Workshop</i> - <i>City Presentation</i>	Q1 - Q4	- <i>events targeting the business community to promote saveONenergy programs including Direct Install Lighting Initiative (Small Business Lighting)</i>
<i>Community Events:</i> - <i>Multi-cultural Fest</i>	Q2, Q3	- <i>highest attended community events, excellent engagement and program education</i>

- Ribfest - Chamber Table Top		- collateral materials available for distribution and conversations were had with some customers on the Business program offerings
On-Bus Advertisement	Q1 - Q4	- another program promotion vehicle
Phone system	Q2 - Q4	- messaging to encouraging customers to enroll
Advertising in Local Business Publications	Q1 - Q4	- Chamber of Commerce, Business Ventures, Moving Business Forward, etc business program advertising
Case Studies, Matte Articles, Press Releases	Q1 - Q4	- program promotion and case studies to showcase success stories and encourage enrollment

The Power Savings Blitz and its successor Direct Install Lighting Initiative have been highly successful programs for Guelph Hydro since 2008. Guelph Hydro notes, however, that this program in its current form is a mature program, and may be close to end of life.

An analysis of market uptake of eligible participants since program inception has been described by program delivery agents as in the saturation range (35-40% uptake). Approximately 20% of potential participants had been dismissed from participation as their facilities already had energy efficient measures installed. An additional almost 20% of potential program participants indicated no interest in participating for a variety of reasons. For 2013 Guelph Hydro experienced a noticeable decline in participation, with the potential for this program in its current form to continue and achieve results greatly diminished.

Late in 2013, Guelph Hydro was one of a few LDCs who volunteered to participate in a Commercial/Institutional Working Group (CIWG) subcommittee to review and identify options for a new and improved Direct Install Program as an alternative to terminating the program. The Direct Install Re-Tooling (DIRT) subcommittee started meetings in December 2013, with a target to develop a revised program for submission to the CIWG late Q1-2014.

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.
- 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:

Guelph Hydro did not actively pursue this initiative in 2013 but expects to more proactively market this program to customers in 2014.

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 re-commissioning 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:

Guelph Hydro provided local marketing and customer support for this initiative as summarized in the following table, and is looking forward to increased customer awareness and participation in 2014 and beyond.

<i>Initiatives/Activities</i>	<i>Timeframe</i>	<i>Progress</i>
<i>Business Events:</i>	Q3, Q4	<i>- events targeting the business community as well as institutional and industrial</i>

<ul style="list-style-type: none"> - Chamber of Commerce Event - Technology Trade Shows - Channel Partner Event - City Presentation 		<p>customers to promote saveONenergy programs, incentive potential and local success stories</p>
<p>Community & Retailer Events:</p> <ul style="list-style-type: none"> - Chamber Table Top event - Spring home show 	Q1 – Q4	<p>- while these events primarily focused on the Consumer segment, collateral materials were available for distribution and conversations were had with some customers on the Business program offerings</p>
<p>Advertising in Local Business Publications</p>	Q1 - Q4	<p>- Chamber of Commerce, Business Ventures, Moving Business Forward, etc business program advertising</p>
<p>Brochures</p>	Q1 - Q4	<p>- 4 fold and 3 fold brochures for all outreach initiatives</p>

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:

Guelph Hydro provided local marketing and customer support for this initiative as summarized in the following table.

Initiatives/Activities	Timeframe	Progress
Business Events: - Retrofit Workshop - Chamber of Commerce Event - Lunch & Learns - Cheque Presentation - Technology Trade shows - City Presentation	Q3, Q4	- events targeting the business community as well as institutional and industrial customers to promote saveONenergy programs, incentive potential and local success stories - a formal cheque presentation specific to a successful Audit Funding
Community & Retailer Events: - Multi-cultural Fest - Ribfest - Chamber Table Top	Q1 - Q4	- while these events primarily focused on the Consumer segment, collateral materials were available for distribution and conversations were had with some customers on the Business program offerings
Advertising in Local Business Publications	Q1 - Q4	- Chamber of Commerce, Business Ventures, Moving Business Forward, etc business program advertising
Brochures	Q1 - Q4	- 4 fold and 3 fold brochures for all outreach initiatives

- 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.
- While the energy audit Initiative is considered an ‘enabling’ Initiative, as the program is currently designed, there is no requirement for the customer to proceed with any of the energy savings opportunities identified through the audit. There may be value in modifying the audit incentive structure to encourage or promote the implementation of energy efficiency projects.

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. The Key Account Manager function in Guelph has been useful in providing a customer support mechanism to engage in energy efficiency opportunities exploration that may otherwise not happen.

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:

Guelph Hydro provided local marketing and customer support for this initiative.

Following the 2012 completion of both a Preliminary Engineering Study (PES) and a comprehensive Detailed Engineering Study (DES) for a proposed large on-site Load Displacement (Co-Generation) project, in 2013 Guelph Hydro continued to work to support the project proponent through the Project Incentive (PI) capital contract development stage early in 2013. However, at the end of 2013 it appeared unlikely that the project would be put into service by the end of 2014. A 2015 commissioning date was determined to be more realistic, meaning that the project would not be count towards Guelph Hydro's 2014 target. As this particular project had the potential to provide a significant component of Guelph Hydro's 2014 demand reduction target, achievement of Guelph Hydro's 2014 demand target will become more difficult.

As PSUI program potential became better understood by the industrial and large customer segments, 2013 saw a wider array of "behind the meter cogeneration" (BMG) inquiries, as well as greater interest in the completion of PESs and DESs for other potential projects, such as large compressed air studies, a brazing oven efficiency improvements study, and an HVAC improvement study.

As with the large Cogeneration project described above, we understand that most if not all of the potential projects resulting from the various studies will have long lead times for approvals, financing arrangements, design, build and commissioning. As a result, should these projects come to life, it is unlikely that they will make a significant contribution towards Guelph Hydro's 2014 targets.

As with 2012, where gas fired load displacement projects were put on hold (in spite of the completion and acceptance of appropriate PESs and DESs), 2013 saw the continued lack of clear and consistent communication around the actual status of various project applications. This has repeated the 2012 pattern of frustrated and upset customers attempting to proceed with various energy efficiency projects that should have been embraced and expedited by the OPA and LDCs.

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 simplified agreement 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 contractual 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.
- While PESs and DESs are considered to be 'enabling' Initiatives, as the programs are currently designed, there is no requirement for the customer to proceed with any of the energy savings opportunities identified through the studies. There may be value in modifying the study incentive structure to encourage or promote the implementation of energy efficiency projects.

2.2.3.2 Monitoring & Targeting Initiative (Schedule D-2)

Initiative Activities/Progress:

Guelph Hydro provided local marketing and support for this initiative in 2013, but note limited customer interest in the initiative.

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:

In 2013 Guelph Hydro did not have funding support for a Roving Energy Manager (REM) or Embedded Energy Manager (EEM) to assist Industrial customers in identifying and implementing energy efficiency projects within their facilities. The skill set required of an EEM / REM is more specialized than a Key Account Manager (KAM), and based on the time required to fill the KAM role for Guelph Hydro customers, Guelph Hydro expects a challenge in finding an individual with the appropriate skill set willing to undertake the obligations of a short term contract and associated energy target.

Guelph Hydro intends to further investigate funding for EEM / REM support in 2014.

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:

Following a lengthy marketplace search and trial period, by mid-2013 Guelph Hydro had formally engaged the services of a KAM to the 50% funding level approved by the OPA.

Through the balance of 2013, the 0.5 KAM resource was assigned to work with 9 of Guelph Hydro’s larger industrial customers, starting with completion of a customer profile and a high level facility energy assessment. In working with a subset of Guelph Hydro’s large industrial customers, the 0.5 KAM has played a key role in developing an understanding of the customer’s processes, identifying potential energy savings opportunities, and providing the

linkage to saveONenergy incentives available to support potential energy efficiency and process improvement projects. The KAM identified numerous potential capital incented projects with a total annual energy savings potential of close to 1.4 GWh. By year-end 2013, there were 4 compressed air and waste heat reclamation studies and projects in process, directly attributable to the efforts of the KAM.

In addition, non-incented projects with potential incremental annual energy savings were also identified. However, due to the size, scope and long lead time of these potential projects, it is unclear how many of these will come to life before the end of 2014 in order to support Guelph Hydro's conservation targets.

A unique customer support feature in 2013 saw Guelph Hydro's KAM temporarily "embedded" within one industrial customer to help develop a company energy efficiency "green team", while providing logistics support and identifying savings potential.

The KAM initiative has been successful for Guelph Hydro.

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:

Guelph Hydro provided local marketing and customer support for this initiative.

Guelph Hydro has been very active in one on one discussions with companies that could be eligible to participate in DR3. As potential program participants worked with aggregators to enroll in DR3, Guelph Hydro put a high priority on providing the necessary interval metering data or access to metering systems to remove or minimize potential barriers to participation.

Additional Comments:

- Until early 2013 customer data was not provided to LDCs 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:

Guelph Hydro's primary focus for 2012-2013 program delivery was the continuation of successor CDM programs for those that were well known in the market and had significant customer connection. Programs with limited previous customer engagement or expectation would be offered as Guelph Hydro's capacity to implement evolved, and the program's administration / delivery mechanisms matured. Guelph Hydro chose not to pursue offering the Low Income Initiative (Home Assistance Program) in 2013, and continued to monitor the marketplace for resolution of issues such as those identified under "Additional Comments".

Guelph Hydro expects to offer this program to its customers in 2014.

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

The following Table 1 details Guelph Hydro's program participation and associated savings by initiative by program year. Note that these results do not include potential Demand Response (DR) program contributions (Scenario 1), as 2013 DR program participation persistence cannot be guaranteed for the 2014 final program reporting year.

The subsequent Table 2 summarizes the Guelph Hydro's achievement by program, in "Gross", "Net", and "Contribution Towards 2014 Targets" categories.

The information used to populate Tables 1 and 2 was provided by the OPA through their Final Verified Annual 2013 CDM Report - Guelph Hydro Electric Systems Inc. document.

Table 1: Guelph Hydro Initiative and Program Level 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	794	426	208		43	23	14		312,750	167,643	88,261		79	1,929,948
Appliance Exchange	Appliances	24	21	54		3	3	11		3,326	5,639	19,950		16	68,901
HVAC Incentives	Equipment	1,216	1,087	1,310		450	253	287		861,567	449,783	503,633		990	5,802,884
Conservation Instant Coupon Booklet	Items	4,634	278	3,116		11	2	5		171,748	12,560	69,239		17	863,153
Bi-Annual Retailer Event	Items	8,553	9,530	8,487		15	13	11		263,995	240,587	154,331		39	2,086,404
Retailer Co-op	Items	0	0	0		0	0	0		0	0	0		0	0
Residential Demand Response	Devices	222	0	0		124	0	0		0	0	0		0	0
Residential Demand Response (IHD)	Devices	0	0	0		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						645	294	328		1,613,390	876,212	835,414		1,141	10,751,289
Business Program															
Retrofit	Projects	26	98	101		110	1,055	939		549,202	5,028,199	6,406,519		2,067	29,952,375
Direct Install Lighting	Projects	225	160	76		313	156	105		778,995	553,506	361,692		516	5,314,376
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	0	19	1		0	83	9		0	402,820	48,451		92	1,305,362
Small Commercial Demand Response	Devices	3	0	0		2	0	0		0	0	0		0	0
Small Commercial Demand Response (IHD)	Devices	0	0	0		0	0	0		0	0	0		0	0
Demand Response 3	Facilities	5	6	6		307	1,069	1,064		11,993	15,535	14,560		0	42,089
Business Program Total						732	2,363	2,117		1,340,190	6,000,060	6,831,422		2,674	36,614,202
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	0		0	0	0		0	0	0		0	0
Retrofit	Projects	13	0	0		596	0	0		3,704,027	0	0		596	14,616,107
Demand Response 3	Facilities	0	0	22		0	0	3,576		0	0	81,439		0	81,439
Industrial Program Total						596	0	3,576		3,704,027	0	81,439		596	14,897,546
Home Assistance Program															
Home Assistance Program	Homes	0	0	0		0	0	0		0	0	0		0	0
Home Assistance Program Total						0	0	0		0	0	0		0	0
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	52	0	0		1,385	0	0		7,431,466	0	0		1,385	29,725,863
High Performance New Construction	Projects	4	0	0		62	1	0		317,091	983	0		63	1,271,313
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						1,447	1	0		7,748,556	983	0		1,448	30,997,176
Other															
Program Enabled Savings	Projects	0	4	1		0	2,304	16		0	1,188,362	96,000		2,320	3,757,086
Time-of-Use Savings	Homes	0	0	0		0	0	0		0	0	0		0	0
Other Total						0	2,304	16		0	1,188,362	96,000		2,320	3,757,086
Adjustments to 2011 Verified Results							104	0			883,018	0		102	3,524,672
Adjustments to 2012 Verified Results								54				257,548		54	772,103
Energy Efficiency Total						2,986	3,894	1,396		14,394,170	8,050,082	7,748,276		8,179	96,893,771
Demand Response Total (Scenario 1)						433	1,069	4,640		11,993	15,535	95,999		0	123,527
Adjustments to Previous Years' Verified Results Total						0	104	54		0	883,018	257,548		156	4,296,775
OPA-Contracted LDC Portfolio Total (inc. Adjustments)						3,419	5,067	6,091		14,406,163	8,948,635	8,101,823		8,334	101,314,073
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:		
													of Full OEB Target Achieved to Date (Scenario 1):		
													16,710	79,530,000	
													49.9%	127.4%	

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	0.66	1.49	0.33	0.84	1.14	10.75
Business Program Total	2.56	9.90	2.12	6.83	2.67	36.61
Industrial Program Total	3.58	0.08	3.58	0.08	0.60	14.90
Home Assistance Program Total	0.00	0.00	0.00	0.00	0.00	0.00
Pre-2011 Programs completed in 2011 Total	0.00	0.00	0.00	0.00	1.45	31.00
Other Total	0.02	0.10	0.02	0.10	2.32	3.76
Adjustments to 2011 Verified Results	0.00	0.00	0.00	0.00	0.10	3.52
Adjustments to 2012 Verified Results	0.07	0.32	0.05	0.26	0.05	0.77
Total OPA Contracted Province-Wide CDM Programs	6.89	11.90	6.09	8.10	8.33	101.31

3.2 Evaluation

The following program evaluation information was provided by the OPA through their September 16th 2014 "2013 High-Level Evaluation Findings" document. The Key Evaluation findings are derived from the 2013 evaluations of the saveONenergy programs, with findings developed by OPA 3rd party evaluation contractors. Complete findings are detailed in the contractors' full evaluation reports, which will be available publicly in Q4 2014.

Consumer Program Initiatives

Appliance Retirement Initiative

- 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 National Appliance Energy Conservation Act (NAECA) was implemented. Dehumidifiers also show a higher per unit savings related to the change in ENERGY STAR definitions;
- Overall participation continues to decline 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; and
- Net to gross ratio stayed constant at around 43% between 2012 and 2013.

Appliance Exchange Initiative

- 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 a 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; and
- Net to Gross ratio (NTG) was 52.6% which is a slight increase of the 2012 NTG of 51.5%.

Heating and Cooling Initiative

- Total participation (equipment) increased 7.5% from 2012 to 91,581;
- Per unit furnace savings decreased from 1,139 kWh/yr in 2012 to 1,090 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; and
- Per unit energy and demand savings assumptions for central air conditioners did not change from 2012.

Annual Coupons

- 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; and
- 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

- 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;
- 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;
- 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; and
- 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.

peaksaverPLUS

- 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;
- 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; and
- This year's IHD analysis has yielded an estimate of no statistically significant energy savings.

Residential New Construction

- 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; and
- Net-to-gross ratio for the initiative was higher by 14% from 49% in 2012 to 63% in 2013.

Low Income Program Initiatives

Home Assistance Program

- 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 updated verified per unit assumptions; and
- Realization rate for demand savings remained low as FAST Tool 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).

Business Program Initiatives

Retrofit

- 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; and
- NTG ratios are comparable to similar programs across North America.

Small Business Lighting

- In 2013 the initiative introduced:
 - a) an increase in the incentive to \$1500 from \$1000;
 - b) new LED measures; and
 - c) Agribusiness eligibility, resulting in the stabilization of participation and an increase in savings;
- 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 between 2012 to 2013; and
- Net to Gross ratio (NTG) for 2013 remained unchanged at 94%.

Audit Funding

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

Existing Building Commissioning

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

High Performance New Construction

- 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; and
- Net-to-gross ratio for the initiative was higher by 5% from 49% in 2012 to 54% in 2013.

Industrial Program Initiatives

Process and Systems Upgrade Initiative

- 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; and
- Energy Managers are seen as important drivers of program enabled savings projects. Almost a 300% increase vs. 2012 in the amount of energy savings from program enabled savings projects.

DR3

- 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; and
- 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.

3.3 Spending

The following Table 3 summarizes Guelph Hydro's total spending by initiative in 2013. Spending is detailed by Program Administration Budget (PAB), Participant Based Funding (PBF), Participant Incentives (PI) and Capability Building Funding (CBF). The recorded Participant Incentives only include incentives administered by Guelph Hydro, except for customer incentives provided through the Efficiency Equipment Replacement Incentive (ERII) Head Office Model to participants located in Guelph Hydro's service area.

Table 4 summarizes Guelph Hydro's cumulative 2011-2013 program spending and related participant incentives.

Table 3: 2013 Spending

	Initiative	PAB	PBF	PI	CBF	TOTAL
Consumer Program						
1	Appliance Retirement	\$44,713.46	\$0.00	\$0.00	\$0.00	\$44,713.46
2	Appliance Exchange	\$29,717.71	\$0.00	\$0.00	\$0.00	\$29,717.71
3	HVAC Incentives	\$53,654.71	\$0.00	\$0.00	\$0.00	\$53,654.71
4	Annual Coupons	\$43,814.46	\$0.00	\$0.00	\$0.00	\$43,814.46
5	Bi-Annual Retailer Event	\$30,182.71	\$0.00	\$0.00	\$0.00	\$30,182.71
6	Retailer Co-op	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
7	Residential Demand Response	\$130,676.27	\$0.00	\$0.00	\$0.00	\$130,676.27
10	New Construction Program	\$40,803.21	\$0.00	\$0.00	\$0.00	\$40,803.21
Business Program						
11	Equipment Replacement Incentive	\$202,475.47	\$0.00	\$1,109,695.92	\$0.00	\$1,312,171.39
12	Direct Installed Lighting	\$67,774.37	\$19,380.00	\$116,517.50	\$0.00	\$203,671.87
14	Existing Building Commissioning Incentive	\$21,305.62	\$0.00	\$0.00	\$0.00	\$21,305.62
15	New Construction and Major Renovation Initiative	\$32,320.12	\$0.00	\$0.00	\$0.00	\$32,320.12
16	Energy Audit	\$53,499.37	\$0.00	\$44,159.50	\$0.00	\$97,658.87
17	Small Commercial Demand Response	see #7	see #7	see #7	see #7	see #7
19	Demand Response 3	see #26	see #26	see #26	see #26	see #26
Industrial Program						
20	Process & System Upgrades					
	a) preliminary engineering study	\$10,897.30	\$0.00	\$0.00	\$0.00	\$10,897.30
	b) detailed engineering study	\$9,509.80	\$0.00	\$50,000.00	\$0.00	\$59,509.80
	c) program incentive	\$5,911.81	\$0.00	\$0.00	\$0.00	\$5,911.81
21	Monitoring & Targeting	\$3,801.81	\$0.00	\$0.00	\$0.00	\$3,801.81
22	Energy Manager	\$4,466.81	\$0.00	\$0.00	\$0.00	\$4,466.81
23	Key Account Manager ("KAM")	\$8,886.81	\$0.00	\$0.00	\$34,272.00	\$43,158.81
24	Equipment Replacement	see #11	see #11	see #11	see #11	see #11
26	Demand Response 3	\$13,366.81	\$0.00	\$0.00	\$0.00	\$13,366.81
Home Assistance Program						
27	Home Assistance Program	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL SPENDING		\$807,778.63	\$19,380.00	\$1,320,372.92	\$34,272.00	\$2,181,803.55

Table 4: Cumulative Spending (2011-2013)

	Initiative	PAB	PBI	PI	CBF	TOTAL
Consumer Program						
1	Appliance Retirement	\$128,077.50	\$0.00	\$0.00	\$0.00	\$128,077.50
2	Appliance Exchange	\$72,203.65	\$0.00	\$0.00	\$0.00	\$72,203.65
3	HVAC Incentives	\$121,589.40	\$0.00	\$0.00	\$0.00	\$121,589.40
4	Annual Coupons	\$107,990.15	\$0.00	\$0.00	\$0.00	\$107,990.15
5	Bi-Annual Retailer Event	\$76,037.65	\$0.00	\$0.00	\$0.00	\$76,037.65
6	Retailer Co-op	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
7	Residential Demand Response	\$270,685.37	\$0.00	\$0.00	\$0.00	\$270,685.37
10	New Construction Program	\$113,001.90	\$0.00	\$0.00	\$0.00	\$113,001.90
Business Program						
11	Equipment Replacement Incentive	\$549,351.88	\$0.00	\$2,064,792.29	\$0.00	\$2,614,144.17
12	Direct Installed Lighting	\$202,705.45	\$118,065.00	\$521,673.75	\$0.00	\$842,444.20
14	Existing Building Commissioning Incentive	\$46,804.20	\$0.00	\$0.00	\$0.00	\$46,804.20
15	New Construction and Major Renovation Initiative	\$68,829.70	\$0.00	\$0.00	\$0.00	\$68,829.70
16	Energy Audit	\$113,674.05	\$0.00	\$82,445.00	\$0.00	\$196,119.05
17	Small Commercial Demand Response	see #7	see #7	see #7	see #7	see #7
19	Demand Response	see #26	see #26	see #26	see #26	see #26
Industrial Program						
20	Process & System Upgrades					
	a) preliminary engineering study	\$23,517.66	\$0.00	\$10,000.00	\$0.00	\$33,517.66
	b) detailed engineering study	\$20,855.16	\$0.00	\$50,000.00	\$0.00	\$70,855.16
	c) program incentive	\$12,984.66	\$0.00	\$0.00	\$0.00	\$12,984.66
21	Monitoring & Targeting	\$9,599.66	\$0.00	\$0.00	\$0.00	\$9,599.66
22	Energy Manager	\$16,564.66	\$0.00	\$0.00	\$0.00	\$16,564.66
23	Key Account Manager ("KAM")	\$29,086.91	\$0.00	\$0.00	\$34,272.00	\$63,358.91
24	Equipment Replacement Incentive	see #11	see #11	see #11	see #11	see #11
26	Demand Response 3	\$36,685.66	\$0.00	\$0.00	\$0.00	\$36,685.66
Home Assistance Program						
27	Home Assistance Program	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Pre 2011 Programs						
28	Electricity Retrofit Incentive Program	\$0.00	\$0.00	\$1,288,860.00	\$0.00	\$1,288,860.00
29	High Performance New Construction	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
30	Toronto Comprehensive	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
31	Multifamily Energy Efficiency Rebates	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
32	Data Centre Incentive Program	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
33	EnWin Green Suites	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Initiatives Not In Market						
8	Midstream Electronics	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
9	Midstream Pool Equipment	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
13	Demand Service Space Cooling	\$25,455.08	\$0.00	\$0.00	\$0.00	\$25,455.08
19	Demand Response 1 (Commercial)	\$3,507.27	\$0.00	\$0.00	\$0.00	\$3,507.27
28	Demand Response 1 (Industrial)	see #18	\$0.00	\$0.00	\$0.00	see #18
34	Home Energy Audit Tool	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
TOTAL SPENDING		\$2,049,207.62	\$118,065.00	\$4,017,771.04	\$34,272.00	\$6,219,315.66

3.4 Additional Comments

As noted in Guelph Hydro's 2012 CDM Annual Report, the 2011 roll-out of the CDM portfolio had its shares of challenges, but in 2012 Guelph Hydro noticed program delivery improvements, particularly related to the functionality and stability of the project administrative tools provided by the OPA. This trend continued in 2013, with customers and their agents in general requiring less LDC support regarding program requirements and the use of the application tools. Payment processing to LDCs also continued to improve over 2012, with more timely and consistent results. The LDC community and EDA CDM Working Groups worked hard to try to implement changes to improve the effectiveness of the programs.

In spite of the noticeable improvements, a number of challenges were still present in 2013, as noted throughout this document. Primary concerns from an LDC program delivery perspective included the uncertainty around gas fired load displacement projects; lack of transparency in DR3 program participant enrollment details (ie. kW nominated and contract duration); lack of transparency in project EM&V processes; as well as the onerous contractual obligations and project application processes experienced both by customers and LDCs for some programs, primarily under the PSUI Initiative.

The Ministerial Directive regarding a "2015 extension", when released late in 2012, generated a great deal of uncertainty regarding its implementation, particularly with respect to the lack of a defined funding mechanism, as well as the unknown impact on the achievement of hard 2014 conservation targets. While the uncertainty over the implications and workings of a "2015 extension" continued in 2013, Guelph Hydro was pleased to see that the directive acknowledged that enabling and achieving conservation is an ongoing initiative that requires continuity through transition periods, both for customers and their agents, as well as for LDCs and their service delivery providers. Greater clarity and certainty around its implementation are needed. At the time of writing of this report, we acknowledge that additional clarity around the future of conservation is being developed through the Conservation First Framework development.

4 Combined CDM Reporting Elements

4.1 Progress Towards CDM Targets

Guelph Hydro's 2013 Net Peak Demand Savings and Net Cumulative Energy Savings are summarized in Tables 5 and 6, and indicate good progress towards the 2014 targets. The 2013 demand and energy savings results are discussed in more detail in the following sections.

The information used to populate Tables 5 and 6 was provided by the OPA through the OPA Final Verified Annual 2013 CDM Report - Guelph Hydro Electric Systems Inc. document.

Net Peak Demand Target: Guelph Hydro's 2013 net peak demand savings are reported as 49.9% of the 2014 target of 16.71 MW.

As per the OPA reporting methodology, these results against 2014 target do not include any potential contribution from customers participating in either the residential or commercial/industrial Demand Response (DR) programs in 2013. This is due to the assumption that the persistence of customers enrolled in DR programs is only 1 year. In order for DR results to be included as a contribution towards the 2014 target, customers must be confirmed as enrolled in the programs in 2014.

When the incremental DR demand savings are factored into the 2014 demand results, (ie assume the DR resources remain in Guelph Hydro's service territory until 2014) the potential achievement against 2014 target is increased to 77.6%. Guelph Hydro is of the belief that the majority of the DR3 resources under contract will remain under contract and be participants in 2014.

When comparing Guelph Hydro's results against the 2013 province wide Net Peak Demand Savings as reported in the OPA FINAL 2013 Results, Guelph Hydro's demand savings of almost 50% are tracking greater than 20% ahead of the provincial results at 27.0% of the provincial target.

Net Energy Target: Guelph Hydro's 2013 net cumulative energy savings are reported as 127.4% of the 2014 target of 79.53 GWh.

As noted in Guelph Hydro's 2011 CDM Annual Report, a significant component (over 50%) of the 2014 cumulative energy savings is a result of the contribution of Pre-2011 Programs completed in 2011, with a large percentage of this achievement resulting from Electricity Retrofit Incentive Program (ERIP) projects. A significant number of ERIP projects were started in 2010, but were not completed by customers until 2011.

The positive net energy savings results achieved to date will permit Guelph Hydro to continue to work with customers to encourage participation in future energy efficiency projects, but will also allow Guelph Hydro to focus more closely on programs designed to manage demand, in an effort to improve Guelph Hydro's net demand savings results.

When comparing Guelph Hydro's results against the 2013 province wide Net Energy Savings as reported in the OPA FINAL 2013 Results, Guelph Hydro's energy savings of over 127% are tracking greater than 40% ahead of the provincial results at 85.7% of the provincial target.

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

Implementation Period	Annual (MW)			
	2011	2012	2013	2014
2011 – Verified by OPA	3.4	3.0	3.0	2.9
2012 – Verified by OPA	0.1	5.1	4.0	4.0
2013 – Verified by OPA	0.0	0.1	6.1	1.4
2014				
Verified Net Annual Peak Demand Savings in 2014:				8.3
Guelph Hydro Electric Systems Inc. 2014 Annual CDM Capacity Target:				16.7
Verified Portion of Peak Demand Savings Target Achieved (%):				49.9%

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	14.4	14.4	14.4	14.2	57.4
2012 – Verified by OPA	0.9	8.9	8.9	8.8	27.5
2013 – Verified by OPA	0.0	0.3	8.1	8.0	16.4
2014					
Verified Net Cumulative Energy Savings 2011-2014:					101.3
Guelph Hydro Electric Systems Inc. 2011-2014 Cumulative CDM Energy Target:					79.5
Verified Portion of Cumulative Energy Target Achieved (%):					127.4%

4.2 Variance from Strategy

Through 2011-2013 Guelph Hydro has made significant progress towards its 2014 targets, in spite of the various challenges faced by it and the LDC community in their efforts to achieve their CDM goals.

In order to assess the potential 2014 energy and demand savings from projects either in the processing queue (“pipeline”) or under development, an analysis was completed, with a focus primarily on ERII and PSUI projects. In relation to the 2014 targets, Guelph Hydro had already exceeded its net energy savings by year end 2012, so the analysis focused primarily on potential net demand savings. Based on the pipeline analysis overlaid with an assessment of potential projects not currently in the queue, Guelph Hydro anticipates an approximate 1.4 MW or 8.5% shortfall to its 2014 demand savings target of 16.71 MW.

This analysis was completed with the knowledge that at the end of 2013, the anticipated large gas-fired PSUI load displacement generation project would not be included in the 2014 CDM achievement forecast, due in large part to the starts and stops and uncertainty in the application approval process for gas-fired load co-generation projects. These approval issues are described in more detail in Section 2.2.3.1. The resulting delays combined with the lead

time required to design, build and commission a project of this magnitude clearly affect the ability for Guelph Hydro include these anticipated conservation savings against its 2014 targets.

4.3 Outlook to 2014 and Strategy Modifications

Based on the results achieved to date, Guelph Hydro at this time does not see a need for significant deviation from its current path. Guelph Hydro plans to continue to focus on building and maintaining solid customer relations with all rate classes, with a view to supporting the customer's needs in pursuing energy conservation and demand management information and goals.

As previously noted, Guelph Hydro's positive net energy savings results achieved through 2011-2013 will permit Guelph Hydro to continue to work with customers to encourage participation in future energy efficiency projects, but will also allow Guelph Hydro to focus more closely on programs designed to manage demand to improve net demand savings results.

In 2014 Guelph Hydro intends to focus on initiatives which are not as active in the market as needed (ie. **peaksaverPLUS™** RDR program, Low Income Initiative), in support of improved results. As noted in this report, with its Smart Meter Zigbee chip deployment, Guelph Hydro has made considerable progress in developing a unique and robust customer focused In-Home Display (IHD) offering, by working to address shortcomings identified in a field trial of the IHD offerings. In 2014 we expect to fully launch the Residential Demand Response (RDR) program, and are confident it will be an excellent vehicle for promoting the RDR program and engaging the consumer in a meaningful manner.

Guelph Hydro plans to continue proactive and reactive sales calls as well as business and industrial education outreach and events. As many of the CDM programs have now been in market for several years, the focus needs to shift from the "low hanging fruit" CDM savings potential (ie. lighting projects), to other savings potential, such as process and systems improvements, and non-traditional prescriptive measures such as VFDs.

Moving forward, Guelph Hydro intends to continue to work collaboratively with other LDCs in the administration and delivery of the saveONenergy programs. Guelph Hydro found this to be an extremely useful vehicle to improve understanding of the saveONenergy programs requirements, highlight "best practices", as well as showcase potential technologies and service provider capabilities, and jointly work with other LDCs where synergies exist.

In summary, GHESI plans to continue to pursue and implement those strategies that have demonstrated success to date, and revisit the planning assumptions on a regular basis as the 2011-2014 CDM delivery timeframe unfolds.

Looking Ahead

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.

Loss of Project Demand Recognition

Looking ahead, Guelph Hydro is concerned that efforts reasonably expended in achieving our 2014 target will not be recognized in the transition to the future Conservation First Framework (CFF) energy savings only based targets in 2015. Of prime concern are projects approved and started before December 31st, 2014 under the current 2011-2014 program rules which are based on achieving both energy and demand savings. Under the CFF we expect targets to be based solely on energy savings. It appears that demand based project and associated savings will become irrelevant in 2015. Although the OPA has indicated that customer incentives for projects commenced in 2014 will be honoured in 2015, affected LDCs will not receive the benefit of demand reductions against future energy targets for the incentives paid out.

A prime example is a 6MW thermal energy storage project initiated in 2014 under ERII, to be completed and commissioned in 2015 by one of our largest customers. While the customer expects to receive a significant incentive towards completion of the project, Guelph Hydro will not receive credit for the project against 2015-2020 as a result of the transition to energy targets. Guelph Hydro believes there should be some recognition of the results achieved in 2015 for demand based projects such as described above. Guelph Hydro proposes options to consider such as using an average kW/GWh ratio, or recognizing on-peak kWhs shifted to off-peak, or through some other reasonable mechanism.

5 Conclusion

In the current CDM tranche through to the end of 2013, under reporting Scenario 2, which includes the anticipated impact of DR resources, Guelph Hydro has achieved 12.96 MW in net peak summer demand savings and 101.3 GWh in net cumulative energy savings. These results represent 77.6% and 127.4% of Guelph Hydro's 2014 targets, respectively. These results are representative of a considerable effort expended by Guelph Hydro, 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 many customer and stakeholder relationships built within the 2011-2014 CDM program term will aid results in a subsequent CDM term.

However, despite continuing improvements to existing programs Guelph Hydro faces challenges in the remaining year of the current CDM framework. With the current slate of available OPA Programs, and the current forecast of implementation and projected savings, Guelph Hydro knows it will exceed its 2014 79.53 GWh consumption target, but expects to have difficulty in meeting its 2014 demand savings target. Based on a pipeline analysis of projects in the queue, and an assessment of potential projects not currently in the queue, Guelph Hydro anticipates an approximate 1.4 MW or 8.5% shortfall to its 2014 demand savings target of 16.71 MW.

Looking ahead there is limited opportunity to make valuable changes to the current program portfolios and have these changes reflected in LDC 2014 results. However, LDCs and the OPA can build on the strengths and key successes of the 2011-2014 programs to launch new programs which will meet the future needs of the industry and consumers.

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

In Market Date: refer to Tables of Section 2.1

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

In Market Date: refer to Tables of Section 2.1

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

In Market Date: refer to Tables of Section 2.1

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

In Market Date: refer to Tables of Section 2.1

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

In Market Date: refer to Tables of Section 2.1

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.

In Market Date: refer to Tables of Section 2.1

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

In Market Date: refer to Tables of Section 2.1

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: *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

In Market Date: refer to Tables of Section 2.1

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

In Market Date: refer to Tables of Section 2.1

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 or LDC-designated representative.

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

In Market Date: refer to Tables of Section 2.1

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

In Market Date: refer to Tables of Section 2.1

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

In Market Date: refer to Tables of Section 2.1

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 and saveONenergy website

<https://saveonenergy.ca/Business/Program-Overviews/Audit-Funding.aspx>

In Market Date: refer to Tables of Section 2.1

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>

In Market Date: refer to Tables of Section 2.1

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>

In Market Date: refer to Tables of Section 2.1

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>

In Market Date: refer to Tables of Section 2.1

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 PSU.

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.

In Market Date: refer to Tables of Section 2.1

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). The 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 extranet and saveONenergy website
<https://saveonenergy.ca/Business.aspx>

In Market Date: refer to Tables of Section 2.1

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 Program

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.

In Market Date: refer to Tables of Section 2.1

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)

TORONTO COMPREHENSIVE INITIATIVE

Target Customer Type(s): Commercial and Institutional Customers

Initiative Frequency: Year round

Objective: not applicable

Description: This Initiative is specific to Toronto Hydro's Service Area.

Targeted End Uses: not applicable

Delivery: not applicable

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

DATA CENTRE INCENTIVE PROGRAM

Target Customer Type(s): not applicable

Initiative Frequency: Year round

Objective: not applicable

Description: This Initiative is specific to Powerstream's Service Area.

Targeted End Uses: not applicable

Delivery: not applicable

ENWIN GREEN SUITES

Target Customer Type(s): not applicable

Initiative Frequency: Year round

Objective: not applicable

Description: This Initiative is specific to EnWin's Service Area.

Targeted End Uses: not applicable

Delivery: not applicable