

**VECC INTERROGATORY 1**

**QUESTION**

Issue 2.1

References: Ex. A/T2/S1, p. 6 and p. 8

Ex. B/T2/S1, pp 3-4

Please provide the targeted incremental net conservation savings in respect of the Low-Income Consumer Program in 2009.

**RESPONSE**

In 2009, there was not a stand alone province-wide program geared specifically to low-income single family households, however all low-income consumers across Ontario were eligible to participate in all OPA Consumer Program initiatives. The OPA also provided incentives for the retrofit of affordable and social housing ("ASH") as part of its Multi-Family Energy Efficiency Rebate ("MEER"). It is anticipated that ASH projects will account for approximately 40% of total MEER savings achieved over the multi-year life of this initiative.

Additionally, Toronto Hydro, as part of its portfolio of initiatives funded through the OPA, delivered an initiative which provided free compact fluorescent light bulbs to low-income customers in Toronto.

The Evaluation, Measurement and Verification ("EM&V") process on 2009 Conservation Programs is currently underway. Final Conservation Results for 2009 programs are scheduled to be available in the third quarter of 2010. The OPA does not release interim or preliminary conservation program results.



**VECC INTERROGATORY 2**

**QUESTION**

Issue 2.1

References: Ex. A/T2/S1, p. 6 and p. 8

Ex. B/T2/S1, pp 3-4

Please provide the estimated incremental net conservation savings in respect of the Low-Income Consumer Program in 2009.

**RESPONSE**

The Evaluation, Measurement and Verification ("EM&V") process on 2009 Conservation Programs is currently underway. Final Conservation Results for 2009 programs are scheduled to be available in the third quarter of 2010. The OPA does not release interim or preliminary conservation program results.



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## VECC INTERROGATORY 3

### QUESTION

#### Issue 2.1

References: Ex. A/T2/S1, p. 6 and p. 8  
Ex. B/T2/S1, pp 3-4

Please describe the portfolio management activities undertaken by the OPA in 2009 with respect to “driving results through activities to increase program participation and monitoring and evaluating program and portfolio performance” for the Low-Income Consumer Program.

### RESPONSE

Exhibit B-2-1, page 4, indicates that “the focus in 2009 has *begun* to shift from program design and planning towards portfolio management, now that the majority of the portfolio is in market” (emphasis added).

One aspect of the portfolio which was not in market in 2009 and which is still in the planning and program design phase is a province-wide low income consumer program for single family homes. The OPA is currently involved in a working group with the Ministry of Energy and Infrastructure and the OEB that is developing a policy framework for a provincial low-income program with the intention of launching in 2011.

In 2009 the OPA undertook several activities to drive and encourage Affordable and Social Housing (“ASH”) participation in the Multi-family Energy Efficiency Rebate (“MEER”). The OPA encouraged direct channel communication between MEER Program Managers (City of Toronto and Green\$aver) and the ASH sector in order to bring the MEER initiative to the ASH sector. The OPA also supported and encouraged MEER Program Managers with their engagement of Social Housing Services Corporation (“SHSC”), which the OPA anticipates will result in increased participation by the ASH sector members in 2010.



**VECC INTERROGATORY 4**

**QUESTION**

Issue 2.1

References: Ex. A/T2/S1, p. 6 and p. 8  
Ex. B/T2/S1, pp 3-4

Please provide the estimated OPA resources allocated to the Low-Income Consumer Program in 2009.

**RESPONSE**

The OPA's operating costs are developed based on the OPA's divisional requirements. All departments within the Conservation division, as well as several departments within other divisions, provide support to more than one conservation program, thereby prohibiting the allocation of operating costs to individual conservation programs. Those costs which are directly related to the procurement of conservation resources through conservation programs are captured in the OPA's charges, which are not part of the OPA's Revenue Requirement Submission.





**VECC INTERROGATORY 5**

**QUESTION**

Issue 2.1

References: Ex. A/T2/S1, p. 6 and p. 8  
Ex. B/T2/S1, pp 3-4

Please provide the projected net cumulative conservation savings for the Low-Income Consumer Program at December 31, 2009.

**RESPONSE**

As described in the response to VECC Interrogatory 2, at Exhibit I-5-2, the final results for 2009 conservation programs are not currently available. The net cumulative savings from OPA-funded low-income conservation initiatives in 2006 through 2008 is 4.1 MW.



**VECC INTERROGATORY 6**

**QUESTION**

**Issue 2.1**

References: Ex. A/T2/S1, p. 6 and p. 8  
Ex. B/T2/S1, pp 3-4

Please provide the targeted incremental net conservation savings in respect of the Low Income Consumer Program for 2010.

**RESPONSE**

The OPA is currently involved in a working group with the ministry and the OEB that is developing a policy framework for a provincial low-income program with the intention of launching in 2011.

In 2010, Toronto Hydro, as part of its portfolio of initiatives funded through the OPA, will continue to deliver a conservation initiative for low-income customers in Toronto. The 2010 initiative will include: draft proofing; installation of programmable thermostats; lighting retrofits; installation of lighting controls; window air conditioner retrofits; and education.

The OPA will also continue to provide incentives for the retrofit of affordable and social housing ("ASH") through the Multi-Family Energy Efficiency Rebate ("MEER") initiative.

As shown in its 2010-2012 Business Plan (Exhibit A-2-1, p. 8), the OPA is projecting a net cumulative conservation savings, from OPA funded programs starting in 2006, of 2,172 MW by the end of 2010. The OPA manages its conservation programs on a portfolio basis and therefore does not publish initiative-level forecasts.



**VECC INTERROGATORY 7**

**QUESTION**

**Issue 2.1**

References: Ex. A/T2/S1, p. 6 and p. 8  
Ex. B/T2/S1, pp 3-4

Please describe the portfolio management activities undertaken by the OPA in 2010 with respect to “driving results through activities to increase program participation and monitoring and evaluating program and portfolio performance” for the Low-Income Consumer Program.

**RESPONSE**

In 2010, the OPA will continue to work with its external Program Managers (Green\$aver and The City of Toronto) to increase Affordable and Social Housing participation in the Multi-Family Energy Efficiency Rebate Initiative as described in the response to VECC Interrogatory 3 at Exhibit I-5-3. This will include procuring research to help inform a resident education strategy and facilitating cooperation between local distribution companies and Green\$aver with respect to the recruitment of participants.

Additionally, the OPA is funding several projects within the social housing sector in 2010 through its Conservation Fund:

1. Energy Savings Through Education and Training (Toronto Community Housing Corporation (“TCHC”)): This project will test the importance of tenant and staff education in achieving electricity conservation in social housing. Working with the Social Housing Services Corporation and housing providers in Ottawa and Windsor-Essex, TCHC’s module will measure the impact on electricity consumption that social marketing techniques and staff training can bring to a variety of building types and levels of tenant responsibility for utility bills.
2. The Now House Project, Windsor 5 (Now House Project Inc): This project retrofits five wartime homes in the Windsor Essex Community Housing Corporation’s social housing portfolio to near zero energy use. The first Now House, completed in September 2008, was retrofitted to achieve a near zero energy use, including a 60 percent reduction in electricity and a 5.4 tonne reduction in carbon dioxide emissions. This project will replicate those results in an affordable model that works with the community to minimize cost and maximize energy reduction. The model will then be promoted to other community housing corporations for use in their housing portfolio.

- 1 3. Electricity Sub-Metering Pilot for Multi-Family Residential Buildings (Toronto Community  
2 Housing Corporation ("TCHC")): In collaboration with Social Housing Services  
3 Corporation, TCHC will conduct a pilot study that will develop and test several potential  
4 equitable cost-sharing models which would sustain the rationale for smart sub-metering  
5 to be implemented in social housing in Ontario. Such a study will inform development of  
6 policy for sustainable sector-wide electricity sub-metering in social housing, which will  
7 then be tested in several buildings in TCHC's portfolio.

**VECC INTERROGATORY 8**

**QUESTION**

Issue 2.1

References: Ex. A/T2/S1, p. 6 and p. 8  
Ex. B/T2/S1, pp 3-4

Please provide the estimated OPA resources allocated to the Low-Income Consumer Program in 2010.

**RESPONSE**

The OPA's operating costs are developed based on the OPA's divisional requirements. All departments within the Conservation division, as well as several departments within other divisions, provide support to more than one conservation program, thereby prohibiting the allocation of operating costs to individual conservation programs. Those costs which are directly related to the procurement of conservation resources through conservation programs are captured in the OPA's charges, which are not part of the OPA's Revenue Requirement Submission.





**VECC INTERROGATORY 9**

**QUESTION**

Issue 2.1

References: Ex. A/T2/S1, p. 6 and p. 8  
Ex. B/T2/S1, pp 3-4

Please indicate whether the table on p. 6 entitled "OPA Efficiency Metrics" is exhaustive in terms of listing all OPA "hard targets" for 2010. If not, please provide any additional 2010 targets.

**RESPONSE**

These are the organization's primary operating objectives for the attainment of conservation savings and the addition of generation capacity to Ontario's electricity system. Primary financial targets for the organization are also outlined.

In addition to these targets are the "Milestones" provided within the evidence for each Strategic Directive. OPA progress in meeting these Milestones is reported annually in its Revenue Requirement Submissions.

Further internal measures and targets are used throughout the organization, and are in support of its primary objectives. These measures can range from monitoring employee turnover at an organizational level to establishing individual goals and targets within employee performance and development plans.



**VECC INTERROGATORY 10**

**QUESTION**

Please provide an update with respect to the OPA's response to the Minister's Directive of September 17, 2008, regarding timelines for consultations, etc.  
Issue 2.1

**RESPONSE**

The OPA remains committed to its mandate for long term planning. Consultation with other government agencies, distributors, transmitters, consumers, First Nations and Métis and other stakeholders is an integral part of developing long-term plans.

In response to the Minister's September 17, 2008 Directive, the OPA has been preparing a scenario-based analysis of potential futures for Ontario's electricity sector. Further consideration has been given to the many changes that have taken place in the electricity sector over the past year, including a policy environment and economic circumstances that continue to evolve. Significant new information obtained from developments such as the Green Energy Act, Feed-in Tariff program, Ministerial letter to Hydro One regarding transmission system expansion, transmitter's expansion plans, local distribution company's expansion plans, and other changes in the industry are to be incorporated in the response.

Timelines for consultations are to be determined. The OPA anticipates providing a comprehensive response to the new Minister in the near future.

