



***PUBLIC INTEREST ADVOCACY CENTRE  
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July 5, 2010

**VIA MAIL and E-MAIL**

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

Dear Ms. Walli:

**Re: EB-2010-0055 Union Gas Application for Approval of a 2011 DSM Plan  
Information Requests of Vulnerable Energy Consumers Coalition (VECC)**

Please find enclosed the Interrogatories of VECC in the above matter. We have also directed a copy of the same to the Applicant.

Thank you.

Yours truly,

Michael Buonaguro  
Counsel for VECC

cc: Chris Ripley, Manager Regulatory Applications, Union Gas Limited  
Crawford Smith, Counsel for Union Gas Limited

**ONTARIO ENERGY BOARD**  
**IN THE MATTER OF** the Ontario Energy Board  
Act, 1998, S.O. 1998, c.15 (Sched. B);  
**AND IN THE MATTER OF** an Application by  
Union Gas Limited, pursuant to section 36(1) of the  
*Ontario Energy Board Act, 1998*, for an order or  
orders approving its 2011 Demand Side Management Plan.

**Information Requests of the Vulnerable Energy Consumers Coalition (VECC)**

**VECC IR#1**

References Section 2.1 and Table 1

Preamble: The budget allocation to low-income DSM programs will be \$1.903 million which is greater than 14% of Union's total residential DSM budget, and the allocation for Union's low-income market transformation program will be 14% of the total market transformation budget as established in EB-2006-0021

- a) Please provide a breakdown by year of the information in Table1 as follows:
  - i. Total Residential budget and Actual Spend
  - ii. LI Program Budgets and Actual Spend
  - iii. LI MT Budgets and Actual Spend
  - iv. LI Program Budgets and Actual Spend as Percentage of Residential Budget
  - v. LI MT Budgets and Actual Spend as Percentage of Residential Budget

**VECC IR#2**

Reference Section 2.3 SSM

Preamble: In the 2011 DSM Plan, Union will be eligible to earn a SSM incentive payment which will be set by the established, Board approved, formula detailed below. The SSM payout associated with Union's achievement of its TRC target is \$4.750 million.

- a) Provide the 2009 Actual, 2010 estimate and 2011 forecast of TRC for the Low Income Program and the LI MT Program.
- b) Provide the associated SSM calculation(s).
- c) Provide the LI SSM as a percentage of the total Residential SSM for the years 2009-2011.

**VECC IR#3**

Reference Section 2.3

Preamble: An additional incentive of \$0.5 million will be available for market transformation activities. Union will use a scorecard approach to evaluate program results achieved towards the incentive payment. A balanced scorecard is effective as it

allows for the measurement of the indicators of program results which extend beyond unit energy savings. This approach drives Union to pursue program opportunities which would be limited if subjected to measurement under TRC.

- a) Clarify which initiatives will be measured under a scorecard in 2001 and whether these are new or pre-existing initiatives.
- b) Provide a copy of the Scorecard and explanatory notes.
- c) Comment why Union is not proposing a scorecard approach for LI Programs but only for MT programs in 2011? In the answer refer to EGD's proposal and to Union's Scorecard proposed under the OEB's LEAP CWG initiative.
- d) Will Union be proposing a LI Program Scorecard for 2012? Provide details.

#### **VECC IR#4**

Reference: Section 2.6 DSM Screening

Preamble: The TRC test is a benefit/cost test that determines the net present value of a DSM measure, program or portfolio's savings. The benefits are the costs avoided by the reduction in resource consumption (natural gas, electricity, and water) and the costs are the participant (equipment) and program costs. DSM measures are screened using the TRC test and must yield a benefit/cost ratio of 1.0 or more to be included in the portfolio.

- a) Provide the TRC screening results for the 2010 and 2011 LI Helping homes conserve program.
- b) Provide the TRC screening results for the 2010 and 2011 LI Weatherization program.

#### **VECC IR#5**

Reference Section 3.1.3 Existing LI Customers

Preamble: Helping Homes Conserve offers low-income customers the free installation of various measures, including aerators and programmable thermostats.

- a) Why does Union not install faucet aerators? Distinguish Social/affordable housing units from other homes.
- b) Does Union have data on actual aerator installations? If so please provide the metrics. If not why not?
- c) Does Union install programmable thermostats? Distinguish Social/affordable housing units from other homes.
- d) Does Union have follow up data on the actual # of PTs that are correctly programmed? If so please provide the metrics. If not why not?

#### **VECC IR#6**

Reference Section 3.1.3 Existing LI Customers

Preamble: Union's weatherization program will continue to target the reduction of natural gas consumption for space heating in 2011 at no cost to the customer. The program provides benefits beyond energy savings by contributing towards increased comfort and indoor air quality in the home.

- a) Provide the historic and 2011 forecast metrics for the Weatherization program for Social/affordable housing units and private homes separately:
  - i. # Units
  - ii. Total energy savings
  - iii. Average energy savings
  - iv. Average reduction in gas use and bill savings

#### **VECC IR#7**

Reference: Section 3.1.3 Existing LI Customers

Preamble: The Weatherization program will operate on a custom basis in 2011. Customers will receive a pre and post energy audit conducted by certified energy auditors using industry standard testing methods and tools for each home. The energy audits will be provided at no cost to the customer. Upgrades in the home are determined by the initial energy audit results.

- a) Provide the average costs for each of the pre (A) and post (B) audit.
- b) Provide the difference between the average savings determined by B audits of all units and that of a sample of:
  - i. 1 in 2
  - ii. 1 in 3 and
  - iii. 1 in 5
- c) Provide the associated cost differences based on the targeted units in the 2010 and 2011 plans.
- d) Comment on the trade-offs between performing B audits on all units vs sampling. Distinguish Social/Affordable housing units (which may be similar in one location) from other units.

#### **VECC IR#8**

Reference: Appendix C – 2011 Research Plan: Customer and Program Development Plan Low Income

- a) Low-Income Energy Use in Residential Homes by Segment project. Please provide resources (internal and external) and Budgets (in house and external); timing and deliverables.
- b) Low-Income Energy Use in Multifamily Buildings by Segment project. Please provide resources (internal and external) and Budgets (in house and external); timing and deliverables.

#### **VECC IR#9**

Reference –No reference

- a) Provide a copy of the 2009 Annual Report.