

**Low-Income Energy Network (LIEN) INTERROGATORY #1 List 1**

**Interrogatory**

Please provide:

- a) a description of Hydro One Network Inc.'s (Hydro One) low-income customer base by number and type of customer, including, but not limited to, homeowners, renters in the private rental market and renters in the social housing/coop market; and
- b) a description of the geographic distribution of this customer base in Hydro One's service territory.

**Response**

- a) As members of the Low Income Working Group, HONI is working collaboratively with the OPA and other LDC's to develop a province-wide Low Income Initiative. Within the Working Group, we are working together to identify the total number of low income customers across the province and the allocation within each LDC's service territory. This is currently a work in progress.
- b) Refer to response a)

1                    **Low-Income Energy Network (LIEN) INTERROGATORY #2 List 1**

2  
3                    **Interrogatory**

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5                    Please provide:

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7                    a) a description of Hydro One's First Nations' customer base by number and type of  
8                    customer, including but not limited to, homeowners and renters; and  
9                    b) a description of the geographic distribution of this customer in Hydro One's  
10                   service territory.

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13                   **Response**

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15                   a) Hydro One Networks serves over 20,000 customers living in 85 First Nations  
16                   communities. Hydro One cannot determine the number of First Nations customers  
17                   living off-reserve, as there is no requirement for these customers to self-identify  
18                   themselves. We understand that in a majority of First Nations communities, homes  
19                   are built and managed by the First Nation and the residents pay rent directly to them.  
20                   Unfortunately, we do not have a breakdown of the number of First Nation  
21                   homeowners versus renters.  
22  
23                   b) The 85 First Nations served by Hydro One Networks are located throughout the entire  
24                   HONI service territory with a higher concentration in northwestern Ontario. The  
25                   majority of First Nations communities fall within the Normal Density customer class,  
26                   meaning that they are located in either rural or remote areas of our service territory.

**Low-Income Energy Network (LIEN) INTERROGATORY #3 List 1**

**Interrogatory**

Figure 6: CDM Program Coverage by Customer Type in Exhibit B Tab 1 Schedule 2 Page 21 of 24 provides a table which shows which of Hydro One's CDM programs, both OPA Programs and proposed Board-Approved Programs, will be available to low-income customers.

- a) For each of the programs listed in Figure 6 that will be available to low-income customers, (shown by a tick mark), provide the forecasted number of low-income participants and non-low income participants and the corresponding forecasted energy savings per low-income customer and non-low income customer.
- b) For each of the residential programs listed in Figure 6, indicate by program the forecasted number of First Nations participants and forecasted energy savings per First Nations customer.
- c) Provide the total budget for residential programs, broken down by the budget for accessing low-income participants, non-low-income participants, and First Nations residential customers.
- d) For each of the programs in Figure 6 that are accessible to low-income customers, describe what targeted steps Hydro One intends to take to reach potential low-income program participants.
- e) For each of the programs in Figure 6 that are accessible to First Nations customers, describe what targeted steps Hydro One intends to take to reach potential First Nations participants.

**Response**

- a) At this point in time, HONI does not have the breakdown of the forecasted number of participants for low-income versus non-low income customers and the corresponding forecasted energy savings. HONI is a member of the Low Income Working Group which is responsible for designing the province-wide Low Income Program. Detailed analysis of the provincial low income customer numbers is being completed by this working group.
- b) We understand that the OPA is developing a province-wide First Nations CDM Program which they will directly administer and deploy. HONI is supportive of this effort, however, we are not involved in the design of this program and therefore, we are not privy to the forecasted number of participants and the corresponding energy savings.
- c) Please refer to responses a) and b) noted above.

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Exhibit I

Tab 2

Schedule 3

Page 2 of 2

- 1 d) As noted in response a) above, HONI is a member of the Low Income Working
- 2 Group where low-income outreach strategies are currently under consideration.
- 3 Some of the options being discussed involve working with social agencies, food
- 4 banks, other government bodies or associations that deal directly with the low income
- 5 constituency.
- 6
- 7 e) Refer to response b) noted above.

**Low-Income Energy Network (LIEN) INTERROGATORY #4 List 1**

**Interrogatory**

Regarding OPA's Low Income Initiative:

- a) When does Hydro One expect that the final contract Schedule for the OPA Low Income Initiative will be available to Hydro One?
- b) Should the contract Schedule become available during this proceeding, will Hydro One file it with the Board and parties?
- c) When does Hydro One expect to be able to register for the OPA Low Income Initiative?
- d) When does Hydro One expect to be able to launch the OPA Low Income Initiative?
- e) What is Hydro One's forecasted budget and number of low income participants, by type of participant and energy savings, in 2011, 2012, 2013, and 2014?

**Response**

- a) We expect the final contract Schedule for the OPA Low Income Initiative to be available around the beginning of March 2011. This is based on our insight and participation in the Low Income Working Group.
- b) The contract is expected to be available in March. Should it be made available in time for this proceeding, Hydro One will file it.
- c) HONI expects to register for the OPA Low Income Initiative as soon as the Schedule is agreed upon and registration for the program has commenced.
- d) Refer to response a) noted above. Once the final contract schedule is approved (expected in March 2011) and HONI registers for the program, then, we will develop and finalize the implementation plan and launch the program as soon as possible which is expected to be in May 2011.
- e) The details of the upcoming Low Income Program have not been finalized. HONI's initial estimate of the budget for the Low Income Program is \$15 million as provided in our submission. Once the Low Income Working Group finalizes the design of the program, HONI will be able to provide information about the annual budgets, the number of participants and the energy savings.

**Low-Income Energy Network (LIEN) INTERROGATORY #5 List 1**

**Interrogatory**

LIEN is aware that Hydro One over the years has delivered successful low-income CDM programs. Of those programs that Hydro One has delivered:

- a) describe each one (value proposition, measures, incentives) and compare those that are complementary to the OPA Low Income Initiative with those that would require modification to be complementary to the OPA Low Income Initiative; and
- b) describe how Hydro One would deliver each of these programs for 2011, and, in particular, for the 2011 heating season.

**Response**

- a) Hydro One has successfully delivered low-income programs in the past. Details regarding past Hydro One Low Income programs are included in the Annual Reports submitted to the OEB related to MARR funding and expenditures for each of the years 2005 to 2008. A comparison of the past programs which may be complementary to the upcoming OPA Low Income Initiative cannot be carried out at this time because the new OPA Low Income Initiative is not yet finalized. For additional information, please refer to HONI's CDM Annual Reports years 2005 to 2008 filed as attachments in Exhibit I, Tab 6, Schedule 5.
- b) In view of the fact that the OPA's Low Income Program Schedule is not completed, it seems unlikely that any utility will be able to offer the OPA Low Income program in time for the 2011 heating season.

**Low-Income Energy Network (LIEN) INTERROGATORY #6 List 1**

**Interrogatory**

Of the successful low-income programs that Hydro One has delivered that are accessible to First Nations customers:

- a) describe each one (value proposition, measures, incentives) Low Income Initiative with those that would require modification to be complementary to the OPA Low Income Initiative; and
- b) describe how Hydro One would deliver each of these programs for 2011, and, in particular, for the 2011 heating season.

**Response**

- a) Hydro One has successfully delivered low-income programs in the past which were also accessible to First Nations customers. Details regarding past Hydro One Low Income programs are included in the Annual Reports submitted to the OEB related to MARR funding and expenditures for each of the years 2005 to 2008. For additional information, please refer to HONI's CDM Annual Reports years 2005 to 2008 filed as attachments in Exhibit I, Tab 6, Schedule 5. A comparison of the past programs which may be complementary to the upcoming OPA Low Income Initiative cannot be carried out at this time because the new OPA Low Income Initiative is not yet finalized.
- b) In view of the fact that the OPA's Low Income Program Schedule is not completed, it seems unlikely that any utility will be able to offer the OPA Low Income program in time for the 2011 heating season.

**Low-Income Energy Network (LIEN) INTERROGATORY #7 List 1**

**Interrogatory**

Enbridge Gas Distribution and Union Gas are rolling out in 2011 a Home Weatherization Program as part of their interim Low-Income DSM Plan (which have in common a basic audit) as well as insulation and draft proofing measures for qualifying homes, and a post-installation audit to verify savings.

- a) For low-income customers with electric heat, is Hydro One, subject to OEB approval, willing to rollout a similar program to its customers in 2011?
- b) If so, is Hydro One willing to rollout a similar program in time to cover the current heating season, either alone or in partnership with the gas utilities?

**Response**

- a) HONI is planning to launch the province-wide OPA Low Income program as soon as the program is finalized. Based on our knowledge from our participation in the Low Income Working Group, we expect that the upcoming program will include weatherization elements, which will be applicable to all low income customers, including those with electric heat. This program is expected to be launched in May 2011.
- b) Refer to response a) noted above.