

## **ONTARIO ENERGY BOARD**

**IN THE MATTER OF** the Ontario Energy Board  
Act 1998, S.O. 1998, c.15, (Schedule B);

**AND IN THE MATTER OF** an Application by Toronto  
Hydro-Electric System Limited Inc. for an Order or  
Orders granting approval of initiatives and amounts  
related to the Conservation and Demand  
Management Code.

### **LOW-INCOME ENERGY NETWORK INTERROGATORIES FOR TORONTO HYDRO-ELECTRIC SYSTEM LIMITED (THESL)**

#### **A. Community Outreach and Education Initiative**

1. THESL CDM Application: Community Outreach & Education at Page 5 describes Priority Neighbourhoods as “underserviced low income”.

Please provide:

- 1a) the definition of a “Priority Neighbourhood” used by THESL;  
1b) clarification of what THESL means by “underserviced low income”; and  
1c) a description (location, socio-economic profile) of the 13 designated Priority Neighbourhoods and how these 13 neighbourhoods were identified.
2. Of the 1 million Torontonians expected to be targeted by the Community Outreach and Education Initiative annually, please provide how many per year, both in total, and broken down by each of the 4 channels - in store retail campaign, festive light exchange, Toronto police partnership and school education and outreach - are expected to be:
  - 2a) residents in the 13 designated Priority Neighbourhoods;
  - 2b) low-income residents; and
  - 2c) low-income residents in the 13 Priority Neighbourhoods.

#### **B. In Store Engagement and Education Initiative**

1. Please explain how this once-a-year campaign will be rolled out across Toronto over consecutive weekends.

2. Of the 50,000 residential customers targeted annually, please provide how many are expected to be:
  - 2a) in the 13 designated Priority Neighbourhoods;
  - 2b) low-income; and
  - 2c) low-income and residing in one of the 13 designated Priority Neighbourhoods.

### **C. Flat Rate Water Heater Conversion & Demand Response (FRWHDR)**

1. Of the 5,516 single family residences that remain on the flat rate domestic hot water heater service, please provide how many (number and % of total single family residences on flat rate) of these residences are:
  - 1a) located in the 13 designated Priority Neighbourhoods;
  - 1b) low-income residences; and
  - 1c) in one of the 13 designated Priority Neighbourhoods and are low-income residences.
2. Of the 4413 single family residences (80% of unmetered single family residences) THESL expects to convert to metered service, please provide how many (number and % of total single family residences on flat rate) of these residences are:
  - 2a) located in the 13 designated Priority Neighbourhoods;
  - 2b) low-income residences; and
  - 2c) in one of the 13 designated Priority Neighbourhoods and are low-income residences.
3. For each of the 6 tank conversions shown in the table on Page 6 of THESL CDM Application: FRWHDR, please indicate the total average cost of the conversion and the % of the total cost covered by the proposed incentive.
4. If the FRWHDR program were to cover 100% of the conversion costs to metered service, please provide:
  - 4a) the resulting TRC and PAC;
  - 4b) a description of input assumptions;
  - 4c) incremental costs and benefits; and
  - 4d) the calculations.
5. For the following scenario:
  - 5a) If up to 2 free low-flow showerheads (depending on number of showers in residence), and up to 3 aerators (a kitchen and two bathroom faucet aerators (depending on number of bathrooms) are installed for free at the time that the switch on the hot water heater is being installed for customers who switch to metered service and sign up for **peaksaver** under the FRWHDR, please provide:

- (i) the resulting TRC and PAC;
- (ii) a description of input assumptions;
- (iii) incremental costs and benefits; and
- (iv) the calculations.

b) If up to 2 free low-flow showerheads (depending on number of showers in residence), and up to 3 aerators (a kitchen and two bathroom faucet aerators (depending on number of bathrooms) are provided to the customer for free but are not installed at the time that the switch on the hot water heater is being installed for customers who switch to metered service and sign up for **peaksaver** under the FRWHDR, please provide:

- (i) the resulting TRC and PAC;
- (ii) a description of input assumptions;
- (iii) incremental costs and benefits; and
- (iv) the calculations.

c) If the program covers the full cost of the meter conversion and provides up to 2 free low-flow showerheads (depending on number of showers in residence), and up to 3 aerators (a kitchen and two bathroom faucet aerators depending on number of bathrooms) and installs these devices for free at the time that the switch on the hot water heater is being installed for customers who switch to metered service and sign up for **peaksaver** under the FRWHDR, please provide:

- (i) the resulting TRC and PAC;
- (ii) a description of input assumptions;
- (iii) incremental costs and benefits; and
- (iv) the calculations.

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TO:

**ONTARIO ENERGY BOARD**

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AND TO:

**ALL REGISTERED INTERVENORS**

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