Erie Thames Powerlines Corporation

Conservation and Demand Management

2012 Annual Report

Submitted to:

Ontario Energy Board

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Executive Summary

Erie Thames Powerlines Corporation (ETPL) is a regulated Local Distribution Company (LDC) servicing the communities of Port Stanley, Aylmer, Belmont, Ingersoll, Thamesford, Otterville, Norwich, Burgessville, Beachville, Embro, Tavistock, Clinton, Mitchell and Dublin. ETPL is working hard to be 'Best in Class' and provide superior service to its community of customers.

Conservation and Demand Management (CDM) plays a key role in securing ETPL's future as the distributor of a reliable, sustainable, and affordable energy supply. ETPL feels that CDM is integral and core to its regulated tasks and can help customers manage rising energy and operating costs. The current CDM framework was built with the expectation that LDCs should be the face of conservation to their customers. ETPL is very supportive of this approach and we are committed to expanding our role in the delivery of CDM in order to better support local needs and innovation. ETPL plans to meet this objective via collaboration with other LDCs and the private sector.

This annual report is submitted by ETPL as a progress report and modification to ETPL's CDM strategy in accordance with the filing requirements set out in Appendix C of the Conservation and Demand Management Code for Electricity Distributors (EB-2010-0215). The Ontario Energy Board (OEB) has set CDM targets for ETPL, as a condition of its licence, to achieve 22.97 GWh of energy savings and 5.22 MW of summer peak demand savings, over the period between January 1, 2011 and December 31, 2014. Accordingly, this report outlines ETPL's CDM activities for the period of January 1, 2012 to December 31, 2012. It includes net peak demand and net energy savings achieved from 2011 and 2012, discussion of the current/future CDM framework, CDM program activities, successes and challenges, as well as forecasted savings to the end of 2014.

ETPL did not apply for any Board-Approved CDM Programs during 2012; however, as noted in the CDM guidelines, released April 26, 2012, the 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 this report, the OPA has not released any verified results of TOU savings to ETPL.

In 2011, ETPL contracted with the 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 during 2012-2014, including staffing, procurement, and program delivery.

ETPL is pleased to report steady progress in 2012 towards the achievement of its CDM targets. Despite start-up challenges and the fact that the majority of CDM programs were only solidly established in the last quarter of 2011, ETPL achieved at least 60.7% of its cumulative 2011-2014 energy target and at least 16.2% of its 2014 summer peak demand target. As discussed further in the main body of this report, ETPL's OPA-verified achievements towards meeting its targets were not as high as anticipated due to issues with omissions in the OPA's Final 2012 Report to ETPL. ETPL was expecting to be closer to achieving a result of close to 92% of its cumulative energy savings target and 20% of its peak demand savings target. ETPL has since received confirmation from the OPA that the omissions will be reinstated retroactively to 2012 when it issues its Final 2013 Report.

ETPL is committed to working with the Ontario Power Authority (OPA) to deliver CDM programs for the remainder of the current CDM 2011-2014 framework and beyond. Moreover, ETPL is exploring opportunities to develop and deliver Tier 2 and Tier 3 OEB-approved CDM programs via partnerships with other LDCs and the private sector.

2012 CDM program delivery

ETPL offered a full suite of CDM programs available from the OPA for its residential, commercial, and industrial customers, with the exception of the Peaksaver Plus Program in 2012.

ETPL's role in delivery of the initiatives included promotion, customer service, acting as the local "face" for the initiatives in the community, managing channel partner networks, reporting to the OPA, reviewing applications, referral of participants to the OPA, and contracting for delivery with third-party service providers.

In all, over 6,000 ETPL customers participated in at least one of the CDM programs offered, making it clear that the communities within its service territory support conservation and all of its benefits.

Meeting ETPL CDM targets

Erie Thames Powerlines achieved at least 0.6 MW of net incremental peak demand savings and 3.2 GWh of net incremental energy savings in 2012. A summary of the achievements towards the CDM targets is shown below:

OPA-Contracted Province-Wide CDM Programs FINAL 2012 Results				
LDC: Erie Thames Powerlines Corporation				
Final 2012 Progress to Targets	**2012 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)	0.6	0.8	**14.5%**	**16.2%**
Net Energy Savings (GWh)	3.2	13.9	**60.7%**	**60.7%**
Scenario 1 = Assumes that demand resource resources have a persistence of 1 year				
Scenario 2 = Assumes that demand response resources remain in your territory until 2014				

ETPL fully expects to meet or exceed its Cumulative Energy Savings target at or before the 2014 deadline, particularly once the error in the savings attributed to ETPL has been rectified by the OPA. ETPL is hopeful that it will also meet or exceed its Peak Demand Savings target by the 2014 but it may fall short due to circumstances beyond its control, as discussed below.

Energy savings realized from participation in 2012 initiatives have greater impact on targets than savings realized from initiatives in 2013 and beyond. Making up for lost participation in 2011 will require a greater than one-to-one increase in participation in 2012-2014. To address this fact, ETPL focused our efforts on increasing participation in high-impact initiatives, such as those targeted to business customers, while still supporting all residential programs.

ETPL has several key lessons learned from the delivery of its 2012 programs. The first two are recommendations to improve the current status of CDM program delivery and support. The third is a lesson learned that ETPL intends to expand on in 2013 and beyond.

1. **Continuing support for gas-fired co-gen projects**. ETPL has encountered significant challenges in gaining approval for a behind-the-meter cogeneration project in its service territory, where the customer is keen to proceed if it can get financial support from ETPL. Although Minister Duncan, in his letter to LDCs of May 31, 2004 that launched CDM initiatives clearly indicated that "distributed energy options behind a customer's meter such as tri-

generation, co-generation, ground source heat pumps, solar, wind, and biomass systems" should be supported by the Board, and despite Ministerial directives to the OPA to promote co-generation, ETPL has faced numerous obstacles in getting this program off-the ground. Until recently, the possibility existed to support this project under the Process and Systems Upgrade Initiative, but the OPA has since decided to halt funding for gas-fired cogeneration projects under this program. OPA has suggested, but not yet decided, that gas-fired cogeneration projects currently in the pipeline may remain eligible for incentives. There is concern that due to a lack of a timely decision from the OPA, the opportunity to realize 3.0 MW of efficient generation through the project described above will be lost.

2. **Shortening OPA response time**. ETPL is still concerned with the lag in response time on important matters submitted to the OPA. The OPA still has not updated the Microsoft Dynamics customer relationship management ("CRM") system to reflect the amalgamation of West Perth and Clinton Power with ETPL which occurred in June 2011. Customers of the amalgamated ETPL are still directed to the CRM sites of the two former LDCs, which causes significant delays and customer confusion. The OPA should focus its efforts towards respecting the needs of potential participants and LDCs, and ensure that appropriate mechanisms are in place to enable timelier turnaround of important tasks and program uptake is not put in jeopardy.

3. **Community engagement and education are vital in the promotion of conservation**. ETPL has learned that its town hall meetings are an effective method of engaging its customers and increasing its reputation as a leader in its community. Town hall meetings were held in many of the communities in ETPL's service territory throughout 2011 and 2012. Meetings were a means to connect with customers, inform them on TOU and CDM programs and have them ask ETPL questions about conservation and other matters. ETPL aims to become a "face forward" LDC and have its staff become recognizable members of the community. Town hall meetings were also beneficial due to the fact that ETPL service territory covers several communities making advertising on local radio and local newspaper cost prohibitive. In addition to town meetings, ETPL held meetings and seminars for local contractors, which has strengthened ETPL's contractor relations. We participate on municipal energy committees with our municipal shareholders and in community events so we can directly engage with our customers and become known in the community. We celebrate the conservation achievements of our customers through press-covered cheque presentations in order that their efforts as leaders become known in the community. We also engaged resources, namely, an Embedded Energy Manager ("EEM") and a Key Account Manager ("KAM"), with knowledge and expertise in achieving results in conservation to help our channel partners and customers take advantage of conservation programs and incentives and maximize their energy savings. In collaboration with another Ontario LDC, ETPL also released a conservation guide that advertises and promotes the many benefits of conservation.

In light of the success and lessons learned outlined above, ETPL is confident that we have developed the experience and capacity to take a larger role in delivering CDM programs to our customers.

Board-approved program applications

ETPL has not filed any applications to the OEB for Board-approved CDM Programs. ETPL recognizes that OPA province-wide programs were never designed to meet 100% of the LDCs' CDM targets and sees Board-approved programs as a potential means for extending the savings realized from the province-wide programs.

Board-approved programs could be designed to address barriers specific to ETPL, or deliver conservation initiatives to potential participants who may feel constrained by certain design and delivery features of existing OPA programs. Board-approved programs could also contribute greatly to the savings required to reduce the gap between expected and actual CDM results in the ETPL service territory.

In 2012, ETPL had issues with the OEB-approved program process. In light of the OEB's decision on the Toronto Hydro application for OEB-approved programs, and the OEB taking a very broad and all-encompassing definition of 'duplicative', there appears to be no significant activity from any LDCs across the province in establishing these programs.

Due to difficulties surrounding OEB-approved program applications and approvals, as well as the cost associated with their development, ETPL has not pursued these programs to date. However, ETPL recognizes the benefits of pursuing OEB-approved programs that can be tailored to the needs of specific communities and/or geographic areas. Therefore, driven in part by the OEB's decision (EB-2013-0070) approving PowerStream Inc.'s Direct Install Refrigeration CDM program and the OEB's more nuanced view of 'duplicative', ETPL is currently exploring OEB-approved program opportunities in order to better support local needs and innovation, including partnering with other LDCs and the private sector on program development and delivery.

CDM program evaluation results

Independent third-party evaluators evaluated the OPA programs. The results of those evaluations are presented in this report along with their impact on ETPL's progress towards its targets. The evaluation results provide calculations to adjust the gross savings to determine the net savings from a given initiative. The net savings are used to track ETPL's progress towards its targets.

The Business Program initiatives completed in 2012 contributed the most to the total energy savings (87%) and demand savings (64%) achieved by ETPL in 2012 according to the verified results provided by the OPA. The Residential Program initiatives contributed 12% and 17% of the energy and demand savings, respectively. The Industrial Program initiatives contributed 15% of the demand savings. The Industrial savings are largely due to DR3 that was completed in 2012. As discusses elsewhere, the percentage weightings above will change once the OPA rectifies the issue with omitted results. Have a PSUI application approved for a steam turbine (.95 mw). Second PSUI application for a gas turbine project (originally submitted in July 2011 for approval) is in the approval process.

ETPL will to continue delivering OPA CDM programs as described in its CDM Strategy into 2013. ETPL's contemplated strategy changes in 2014 and beyond, focusing on building support for CDM at a grassroots level and engaging municipalities on conservation, is described in detail in Section 5.3 of this report.

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 ETPL to require ETPL, as a condition of its license, to achieve 22.97 GWh of energy savings and 5.22 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, ETPL submitted its CDM Strategy on June 11, 2011, which provided a high level of description of how ETPL intended to achieve its CDM targets.

The Code also requires a distributor to file annual reports with the Board. This is the second Annual Report by ETPL and has been prepared in accordance with the Code requirement and covers the period from January 1, 2012 to December 31, 2012.

ETPL submitted its 2011 Annual Report on September 28, 2012, which summarized the CDM activities, successes and challenges experienced by ETPL 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.

1 Conservation Framework

1.1 Current Framework

Ontario's current CDM framework is a key step towards creating a culture of conservation in the Province. The Government's Directive to the OEB to establish CDM targets that would be met by electricity distributors recognizes the importance of CDM for both electricity customers and the electricity system. CDM helps customers manage rising energy costs, support the provincial integrated supply plan, as well as address local distribution and transmission supply constraints. The current framework was intended to enable customers to benefit from a suite of both Board-Approved and OPA Province-Wide programs and be a portfolio that would meet both broad and specific customer needs.

The state of Board-Approved programs and the current suite of Province-Wide OPA programs have limited CDM offerings to customers. This has produced limited savings and has restricted the associated opportunity for LDCs to meet their targets. The process to introduce changes to current program Initiatives or to pilot new Initiatives has been challenging, taking considerable cost and effort, which has resulted in limited benefits to customers and CDM savings.

Moving forward, the future CDM framework should address the challenges of the current framework and build on its strengths. There is a misalignment of control and risk where LDCs have the accountability to achieve their respective CDM targets as a condition of distribution license, but the authority for design and funding are controlled by the OPA.

The Ministerial Directive provides continuality of the conservation programs and associated compensation for the participants; however the subsequent savings would not be attributed to any LDC target and in effect would be 'lost' due to misalignment of the current CDM framework and LDC Targets. In addition, the establishment of defined administrative funding for 2015 is required to avoid a "stop and start" process.

1.2 Future Framework

LDCs are supportive of government's renewed commitment for conservation and demand management in Ontario. LDCs are committed to working with the government and other stakeholders to develop the next framework for CDM in the Province.

Long-term commitment for CDM funding and a confirmation of the role of the LDC is required. This will allow LDCs to maintain current program infrastructure including LDC staff and third party contracts through 2015.

Providing clarity and continuity into the next framework is critical for all customers. To ensure a seamless and smooth transition that maintains and builds upon CDM momentum beyond 2014, a new CDM framework should be in place well before the expiry of the current one and address any issues of overlap between the current CDM Program and its subsequent iteration. Work involving key parties including LDCs, government, customer groups and OEB should start in 2013 to allow for a new framework to be in place by early 2014. The remainder of 2014 would be utilized for program development and design, economic analysis, procurement and launching of new CDM program initiatives.

2 Board-Approved CDM Programs

2.1 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 licence, 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 ETPL's service area.

2.2 TOU Pricing

2.2.1 BACKGROUND

In its April 26, 2012 CDM Guidelines, the OEB recognizes 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. ETPL will report these results upon receipt of the information from the OPA.

At the time of preparation of this report the OPA had retained the Brattle Group as the evaluation contractor and will be working with an expert panel convened to provide advice on methodology, data collection, models, etc. The initial evaluations were conducted with five LDCs – Hydro One, THESL, Ottawa Hydro, Thunder Bay and Newmarket. Preliminary results from these five LDCs have been issued and preliminary provincial results will be extrapolated to assist other LDC forecasts going forward.

As of September 30, 2013, the OPA has not released any verified results of TOU savings to ETPL. Therefore ETPL is not able to provide any verified savings related to LDC's TOU program at this time.

2.2.2. 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)**	
Effective Date	**On Peak**	**Mid Peak**	**Off Peak**
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

Delivery: The OEB set the rates; LDCs install and maintain the smart meters; LDCs convert customers to TOU billing.

Initiative Activities/Progress:

ETPL began transitioning its RPP customers to TOU billing on September 1, 2011. At December 31st, 2012, 17,000 RPP customers were on TOU billing.

2.3 Application with the OEB for Board-Approved Programs

ETPL has not filed any applications to the Board for Board-approved programs.

ETPL recognizes that OPA Province-wide programs were never designed to meet 100% of LDCs' targets, and sees Board-approved programs as a potential means for extending the savings realized from the province-wide programs. In ETPL's CDM strategy, it projected to achieve its targets through the delivery of the OPA Province-Wide CDM Programs, but did not rule out the possibility of including Board-approved programs at a later date.

As discussed earlier, there have been significant barriers to the approval of Board-Approved Programs, which has proven to be a deterrent to any meaningful development of programs among LDCs to date. The cost to develop Board-Approved Programs is also prohibitive for smaller LDCs, such as ETPL. However, ETPL does see a worthwhile benefit to offering tailor-made programs to its customers that can do a better job of meeting their needs and taking advantage of community-specific opportunities. Therefore, ETPL is exploring opportunities including partnering with other LDCs and the private sector to develop Board-Approved Programs as early as 2014. (See section 5.3 for further information.)

3. OPA-Contracted Province-Wide CDM Programs

3.1 Introduction

Effective March 31, 2012, ETPL entered into an agreement with the OPA to deliver CDM programs extending from January 1, 2011 to December 31, 2014, which are listed below. Program details are included in Appendix A. In addition, results include projects started pre 2011 which were completed in 2011:

Initiative	Schedule	Date schedule posted	Customer Class	LDC In-Market Date
Residential Program				
Appliance Retirement	Schedule B-1, Exhibit D	*Jan 26,2011*	*All residential rate classes*	January 2011
Appliance Exchange	Schedule B-1, Exhibit E	*Jan 26, 2011*	*All residential rate classes*	March 2011
HVAC Incentives	Schedule B-1, Exhibit B	*Jan 26, 2011*	*All residential rate classes*	February 2011
Conservation Instant Coupon Booklet	Schedule B-1, Exhibit A	*Jan 26, 2011*	*All residential rate classes*	February 2011
Bi-Annual Retailer Event	Schedule B-1, Exhibit C	*Jan 26, 2011*	*All residential rate classes*	March 2011
Retailer Co-op	n/a	*n/a*	*All residential rate classes*	N/A
Residential Demand Response	Schedule B-3	*Aug 22, 2011*	*All general service classes*	Not in Market
New Construction Program	Schedule B-2	*Jan 26, 2011*	*All residential rate classes*	February 2011
Commercial & Institutional Program				
Efficiency: Equipment Replacement	Schedule C-2	*Jan 26, 2011*	*All general service classes*	March 2011
Direct Install Lighting	Schedule C-3	*Jan 26, 2011*	*General Service < 50 kW*	June 2011
Existing Building Commissioning Incentive	Schedule C-6	*Feb 2011*	*All general service classes*	February 2011
New Construction and Major Renovation Initiative	Schedule C-4	*Feb 2011*	*All general service classes*	June 2011
Energy Audit	Schedule C-1	*Jan 26, 2011*	*All general service classes*	February 2011
Commercial Demand Response (part of the Residential program schedule)	Schedule B-3	*Jan 26, 2011*	*All general service classes*	Not in Market
Demand Response 3 (part of the Industrial program schedule)	Schedule D-6	*May 31, 2011*	*General Service 50 kW & above*	January 2011

Initiative	Schedule	Date schedule posted	Customer Class	LDC In-Market Date
Industrial Program				
Process & System Upgrades	Schedule D-1	*May 31, 2011*	*General Service 50 kW & above*	November 2011
Monitoring & Targeting	Schedule D-2	*May 31, 2011*	*General Service 50 kW & above*	November 2011
Energy Manager	Schedule D-3	*May 31, 2011*	*General Service 50 kW & above*	August 2011
Key Account Manager ("KAM")	Schedule D-4	*May 31,2011*	*General Service 50 kW & above*	August 2011
Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	Schedule C-2	*May 31, 2011*	*General Service 50 kW & above*	March 2011
Demand Response 3	Schedule D-6	*May 31, 2011*	*General Service 50 kW & above*	January 2011
Home Assistance Program				
Home Assistance Program	Schedule E-1	*May 9, 2011*	*All residential rate classes*	January 2012

In addition, results were realized towards LDC's 2011-2014 target through the following pre-2011 programs:

Initiative	Schedule	Date schedule posted	Customer Class	LDC In-Market Date
Pre-2011 Programs				
Electricity Retrofit Incentive Program	n/a	*n/a*	*All general service classes*	n/a
High Performance New Construction	n/a	*n/a*	*All general service classes*	n/a
Toronto Comprehensive	n/a	*n/a*	*All general service classes*	n/a
Multifamily Energy Efficiency Rebates	n/a	*n/a*	*All general service classes*	n/a
Data Centre Incentive Program	n/a	*n/a*	*All general service classes*	n/a
EnWin Green Suites	n/a	*n/a*	*All general service classes*	n/a

As per the table below, several program initiatives are no longer available to customer or have not been launched in 2012.

Initiative Not in Market in 2012	Objective	Status
Residential Program		
Midstream Electronics	The objective of this initative is to encourage retailers to promote and sell high efficency televisions, and for distributors to distribute high efficiency set top boxes.	Never launched and removed from Schedule in Q2, 2013.
Midstream Pool Equipment	The objective of this initiative is to encourage pool installers to sell and install efficient pool pump equipment in residential in-ground pools.	Never launched and removed from Schedule in Q2, 2013.
Aboriginal Conservation Program	First Nations programs are delivered by the OPA and results are attributed to LDCs for reporting.	Launched in 2013 by OPA.
Home Energy Audit Tool	This is a provincial online audit tool to engage customers in conservation and help drive customer participation to CDM programs.	Never launched and removed from Schedule in Q2, 2013.
Commercial & Institutional Program		
Direct Service Space Cooling	The objective of this initiative is to offer free servicing of air conditioning systems and refrigeration units for the purpose of achieving energy savings and demand reduction.	Not launched to market 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.

3.2 Program Descriptions

Full OPA-Contracted Province-Wide CDM Program descriptions are available from the OPA 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.

3.2.1 RESIDENTIAL PROGRAMS

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:

ETPL 2012 Results

The portfolio of OPA Residential Programs ETPL made available to its customers in 2012 was similar to 2011 and included: Appliance Retirement, Appliance Exchange, HVAC Incentives, Conservation Instant Coupon Booklet, Biannual Retailer Event, and Residential New Construction. While the specific results of each of those programs are discussed below, overall, participation in the programs remained strong in 2012, with some of the programs realizing improved results over 2011. Programs that saw lower results in 2012 than 2011 are likely to have been the result of underlying issues, such as implementation delays or technical problems at the provincial level, over which ETPL had no control.

ETPL's continued success in 2012 in the delivery of OPA Residential Programs was achieved through an engagement strategy of partnering with local municipalities and reaching out directly to customers through community events and social media. 2012 also saw a noticeable change in customer awareness of conservation programs, which resulted in more active participation by customers in community conservation events and greater awareness of conservation efforts.

ETPL worked closely with its municipal partners in 2012 to host town hall-style meetings for residents and business-owners in two of its largest municipalities to present and provide information about the OPA programs available to them and help to foster a culture of conservation overall. These meetings were highly successful in producing conservation results for the residential initiatives. ETPL also worked with our municipalities to establish municipal energy committees that will assist further energy savings. The mandate is to provide leadership and educate citizens within the Township of South-West Oxford's community in energy conservation.

Direct engagement with customers was achieved through participation in twelve community events, such as establishing information booths at local hardware retail stores, which took place in several municipalities within ETPL's service territory. ETPL used these events to educate residents about the programs available to them and provide them with incentives, such as the coupon booklets, to conserve. In addition to the community events, ETPL reached out to customers through social media, such as Twitter and Facebook, as well as through the ETPL website to provide incentive coupons, program information and conservation tips and tricks to residents.

The OPA Residential Programs available in 2012 that were not offered by ETPL or saw no uptake included Peak Saver Plus and Retailer Co-Op. As discussed in further detail below, ETPL used 2012 to begin exploring its options for a sustainable

implementation of Peak Saver Plus to its residents in 2013/14. The Retailer Co-Op program saw no uptake by retailers in ETPL's territory in 2012.

ETPL is hopeful that the trend of increased participation in and awareness of the OPA's Residential Program will continue in 2013. ETPL will continue offering the same portfolio of programs to its customers and is planning for a successful and sustainable introduction of Peak Saver Plus, while looking forward to continued improvements at the provincial level in the portfolio of Residential Programs.

The development of new and innovative programs, and the improvement of existing ones, may help to increase the success of the Residential Program overall and should be a high priority at the provincial level. The current portfolio of programs is predominately a carryover of pre-2011 programs, many of which have not delivered the results initially anticipated, and the three new initiatives that were to come on board were never launched and have subsequently been removed from the schedule. There are opportunities within the Residential marketplace that need to be identified, developed and offered to customers. A revised home audit and other Initiatives which could engage an average residential customer could be considered. Increased control by the LDCs such as 100% attributable coupons for LDCs and/or LDC hosted exchange events may present an opportunity for improved saving.

3.2.1.1 Appliance Retirement Initiative (Exhibit D)

Initiative Activities/Progress:

Program uptake in ETPL's service territory increased in 2012 over 2011 by 4%, with 293 units collected. These positive results are despite the program having been offered by ETPL since 2007 (previously called *The Great Refrigerator Round*-Up), and concern expressed previously over market saturation. They are also in contrast to an overall decline in program uptake province-wide. Increased marketing of the program by ETPL through direct engagement with local appliance retailers, promotion to customers at community events, and through social media and bill inserts, as well as province-wide OPA marketing are likely reasons why the program remained successful in 2012. The eligibility requirement for appliances has been increased to a minimum of 20 years from 15, beginning in 2013, which may have also attracted greater participation in the program from customers who would not meet the 2013 eligibility requirements.

Due to the duration of the program and the revised eligibility requirements, this initiative may be removed from the Residential Program portfolio by the OPA in coming years. Until such time, ETPL will continue to market the program to customers but with the understanding that program uptake may be significantly reduced in future years and not be a major contributor to future savings.

3.2.1.2 Appliance Exchange Initiative (Exhibit E)

Initiative Activities/Progress:

The Appliance Exchange Initiative was significantly more successful in ETPL's service territory in 2012 compared to 2011, realizing a 77% increase in program activity (provincially, program uptake increased only 4% over 2011).

ETPL's contribution to the program consisted of raising awareness about it through community events and town hall-style meetings, and through bill inserts, the ETPL website and social media, and participating and assisting in the promotion of local retailer Appliance Exchange Initiative events whenever they were happening.

ETPL's marketing efforts of specific in-store events were hampered somewhat by late notification about the event details by the OPA. ETPL could not utilize all of its marketing tools, such as bill inserts, to promote the event because it was not provided with enough lead time.

The appliances eligible for exchange and incentive amounts are influenced by the retail partner in consultation with the OPA, with no direct involvement from ETPL (or other LDCs). Therefore, results of the program are highly dependent on the retail partners. If they choose to be restrictive or limited in their offerings, or not participate at all, it can significantly influence the savings potential for this initiative.

Additionally, there has only been one retail chain participant province-wide in the Appliance Exchange Initiative, which may have had a significant impact on the program results for ETPL, as this retail chain operates stores in only two of ETPL's fourteen communities. ETPL and the province in general, may benefit greatly by the addition of new retail chain participants to the program.

ETPL will continue to market this program in the same manner in future years. However, participation in the program may decline somewhat as the retail chain partner is no longer accepting window air conditioning units as part of in-store events.

3.2.1.3 HVAC Incentives Initiative (Exhibit B)

Initiative Activities/Progress:

In 2012, ETPL continued to promote participation in the HVAC Incentives Initiative directly to customers through participation in community events, bill inserts, and notifications on the ETPL website and through social media. ETPL also hosted an event for contractors to promote the initiative and encourage them to register with the OPA to become eligible to offer the incentive to their customers. Currently, 12 contractors have registered for the program within ETPL's service territory.

Despite ETPL's marketing and awareness efforts, participation in the program declined by 21% in 2012 compared to 2011, which was slightly lower than the provincial average, which saw a 24% decline overall. ETPL believes that the incentive levels may be insufficient and program requirements too restrictive to prompt potential participants to upgrade their HVAC equipment. Additionally, the mandatory training for any HVAC contractor who wants to participate in the program may present too much of a barrier for some, which may be why only approximately 30-33% of HVAC contractors in the province are registered for the program. Some non-registered HVAC contractors are offering similar incentives to customers which may be further deterring participation.

ETPL will use the same marketing efforts to reach out to customers and contractors in 2013 and beyond. More timely and accurate reporting to LDCs from the OPA on the results HVAC Incentives Initiative would be helpful to ETPL in adjusting its marketing strategy going forward. ETPL also believes that adjustments to the contractor registration requirements and

participant incentives through either increases in incentive and/or the type of eligible equipment would have a positive effect on program participation overall.

3.2.1.4 Conservation Instant Coupon Initiative (Exhibit A)

Initiative Activities/Progress:

In 2012, participation in the Conservation Instant Coupon Initiative fell 95% in ETPL's service territory, which is the same as the average decline across the province. ETPL can point to several reasons for the Initiative's poor results. First, the Initiative did not meet its stated intent to provide customers with access to *year-round* coupons for energy efficient products. LDCs were only provided access to the coupons in September 2012, which shortened the amount of time customers could utilize them. Secondly, coupons were only available to customers online to download and print, rather than being mailed out, as had been done in 2011, which likely cut out a significant portion of customers who would have used the coupons otherwise. Thirdly, the coupons were released at the same time as the Bi-Annual Retailer Event, which offered coupons with better savings for, in some cases, the same energy efficient products. Those who were in possession of both coupons were more likely to use the Bi-Annual Retailer Coupons. ETPL also experienced reduced retailer participation in the program in 2012 due to issues one of its retailers had with getting reimbursed by the OPA for redeemed coupons in 2011.

Going forward, ETPL recommends that the province ensure that customers are provided with more timely and better access to the coupons available through this initiative. It should also consider reviewing and diversifying the product list and making it distinct from the Bi-Annual Retailer Event Initiative in order to encourage greater participation and continued interest in the program. The province may also want to consider expanding the number of coupons that can be custom-coded to the LDC, which would allow for a higher allocation of the coupons and corresponding energy savings to the correct LDC.

3.2.1.5 Bi-Annual Retailer Event Initiative (Exhibit C)

Initiative Activities/Progress:

ETPL considers the Bi-Annual Retailer Event Initiative to be one of the most effective community engagement events to reach out to customers about energy conservation and the Residential Programs available to them. The Bi-Annual Retailer Events themselves were also very successful in 2012, realizing an increase in participation of over 22% which is similar to the provincial average, with the addition of coupons for purchases of LED lights having a beneficial effect on the program uptake. ETPL found that the Fall 2012 events were more successful than the spring events as there was greater retailer participation in the communities ETPL serves.

ETPL marketed the initiative as part of its overall CDM program marketing strategy at other community events, as well as on its website and through social media. Once ETPL was made aware of the dates of the actual events by the OPA, it helped to raise awareness of the events through social media and on the ETPL website, in addition to setting up an in-store booth at each retail location. ETPL also noticed that there were more customers actively coming out to the events and demonstrating more knowledge of the initiatives than in 2011, where most of the customers ETPL encountered at its booth happened to be at the store at the same time as the event.

Some issues with the event were encountered in 2012. For example, some of the printed custom code coupons did not work properly with some retailers, which meant the energy savings associated with the purchase could not be directly attributed to ETPL. Additionally, ETPL did not receive notification about the dates of the events in time to utilize all of its marketing tools. In an effort to increase participation and ensure accurate allocation of energy savings, ETPL is hopeful that these issues will be addressed in 2013.

Also for future years and continued success of the initiative, the OPA should evolve the program, including the addition of new products and coupon incentives, and ensuring it is distinct from other initiatives in the Residential Program Portfolio. In fact, a review conducted by the Residential Working Group in 2011 identified three areas of need, including: a) the introduction of product-focused marketing; b) enhanced product selection; and c) improved training for retailers regarding the products and the initiative. The expansion of Bi-Annual Retailer Events to more retail chains and local retailers would also greatly benefit the program.

3.2.1.6 Retailer Co-op

Initiative Activities/Progress:

The Retailer Co-Op Initiative is one that is primarily retailer and OPA-driven, with little involvement from the LDC until the retailer applies and received funding from the OPA to run special promotions in its retail location. Similar to the rest of the province, there was no activity in this initiative in 2012.

The OPA may want to explore options to attract greater retail participation in 2013 and beyond, such as providing training to retail store employees to increase product knowledge and conduct demonstrations for customers.

3.2.1.7 New Construction Program (Schedule B-2)

Initiative Activities/Progress:

Activity under the New Construction Program was relatively light in ETPL's service territory and across the province in 2012, although activity in ETPL's territory did account for a significant portion of (11% or 2 or 19 completed projects) of projects relative to ETPL's customer base.

ETPL believes that program activity will ramp up in 2013 and beyond due to the efforts it has made to build a close working relationship with a local builder. Although marketing to contractors is ETPL's main focus, it also markets the program to its customers through community events and website and social media outreach.

ETPL is hopeful that changes to streamline the application process will have a positive effect on the program in 2013 and beyond, as it has proven to be a barrier to builders and likely impacted results in 2011 and 2012. During this time period, the application process changed three times and builders were expected to adjust their applications accordingly. Consideration should be given to the amount of time it takes to complete the application process relative to the benefit that will be realized by the builder as their participation is crucial to the success of the initiative.

3.2.1.8 Residential Demand Response Program (Schedule B-3)

Initiative Activities/Progress:

The OPA launched the Peaksaver Plus Initiative schedule in late 2011, which gave LDCs the green light to begin product procurement. The product procurement process was delayed because the in-home display units that are to communicate with the installed smart meter technology were still in development into 2012 and not ready for market deployment.

ETPL did not launch the Peaksaver Plus program in 2012 as it was still researching its options for an optimal launch of the program that would result in maximum program enrolment from existing Peaksaver and new customers. ETPL's focus in its research is finding the right technology that will be both attractive to potential customers and provide a long-term and sustainable solution. ETPL wants to ensure that the equipment and its associated technology will a) be something that customers will utilize over the long-term to optimize their energy savings, b) require minimal on-going maintenance and support from ETPL, and c) will not become obsolete in the near-term and thus a stranded asset for ETPL.

ETPL has made significant progress in planning for the launch of Peaksaver Plus in its service territory, which it expects to begin rolling out to customers 2013/14.

With new technologies coming into the market each year, ETPL encourages the OPA to explore them and support the introduction of those technologies into the Peaksaver Plus program that are sustainable in the long-term and have the potential to make a significant impact on customer interest and uptake in the program. The OPA should be cognizant, however, as it explores new technologies of minimizing any impact on the back-office requirements for LDCs as these could prove to be costly and time-consuming, and therefore a barrier to LDC adoption of them.

3.2.2 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 exceeds 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:

ETPL achieved the highest level of energy savings in the Commercial and Institutional ("C&I) Program over the other CDM program categories in 2012, representing approximately 67% of overall savings for the year. ETPL had the most success with the retrofit initiative, followed by the direct install initiative. ETPL also began to see progress in some initiatives where no results were achieved in 2012, while other initiatives remained relatively stagnant due to a lack of eligible participants within ETPL's service territory.

Going forward, ETPL is concerned that at least one of its highest performing initiatives is reaching saturation and may not be able to sustain similar results unless program changes are initiated.

Throughout 2011 and 2012 the C&I Working Group made efforts to enhance all of the existing C&I programs and rectify identified program and system deficiencies. This has proven to be a challenging and lengthy undertaking due to the current CDM framework. Onerous program governance and initiative requirements, and complex program structure have further restricted growth, and LDC program management has been challenging due to system issues, payment delays and complex application processes. In addition, Evaluation, Measurement and Verification (EM&V) of LDC results has not yet achieved transparency which, in ETPL's situation, has significantly impacted its anticipated progress toward meeting its targets. LDCs are held accountable for these results yet are mostly removed from the process.

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.

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.

3.2.2.1 Efficiency: Equipment Replacement Incentive (ERII) (Schedule C-2)

Initiative Activities/Progress:

The ERII program results for 2012 were a great improvement, with a 700% increase in completed projects over 2011. The ERII also represented the most successful of the Commercial and Institutional Programs for ETPL in 2012 with 81% of the overall new peak demand savings.

The ERII (previously called the Equipment Replacement Incentive Program) was offered by ETPL for several years leading up to the program's re-launch in 2011, and has always been a high-performing and cost effective program. 2011 was somewhat of a slow year in terms of performance because of the mid-year launch of the program and the process of educating potential participants, contractors, suppliers and wholesalers on the program and the available incentives. Additionally, some deficiencies existed in the current iteration of the program in 2011 that may have been a barrier to participation or caused delays, such as a complex project review and payment process. Some of these issues were addressed by the OPA in or by 2012 and ETPL worked diligently to market the program to businesses in its service territory as well as with contractors, suppliers and wholesalers ("channel partners") as well as train them on application process, which resulted in the dramatic increase in participation in 2012. Additionally, because some projects take a number of months to complete, there were a number of projects that began in 2011 but ended in 2012, so the kilowatts associated with the project were attributed to 2012 instead of 2011.

There are still some outstanding issues with the ERII that are still posing barriers to participation, including:

- The complexity of the application process for applicants and applicant representatives (e.g. channel partners assisting business owners with the application process). LDCs have been working to address the issue through

application training workshops, the use of Key Account Managers, channel partner/contractor training and LDC staff acting as customer application representatives and it appears to be having a beneficial effect. The OPA may want to consider simplifying the application process and/or providing more training support resources.

- The wrong postal codes associated with LDCs in the program application system, which is causing customer confusion and long delays in program approval. ETPL merged with West Perth Power and Clinton Power mid 2011 but applicants with postal codes from West Perth and Clinton have not been associated to ETPL. Furthermore, some postal codes in ETPL's service territory are associated with another LDC's service territory which causes those applications to be directed to the wrong LDC. The OPA was made aware of the issues as soon they arose, however, they have not been addressed in a satisfactory manner. ETPL has developed a workaround in the interim but looks forward to the OPA addressing the root cause of the issue.

- Delays in updating the eligible measures and incentive amounts of the program to adequately reflect changes in technology and product costs. A better process to regularly review these issues would be greatly beneficial to the program.

- The need for an improved engagement with non-lighting channel partners in the areas of HVAC and compressed air, among others, and the expansion of prescriptive and engineered worksheets, which allow for a simplified application process in these areas. Some progress has been made on the development of worksheets in these areas and ETPL looks forward to their approval and inclusion into the ERII program in the near future.

ETPL expects to see similarly positive or possibly improved program results for the ERII in 2013. One important issue with the program that will need to be addressed is whether funding will continue into 2015 for projects that began in 2014 and whether the program will continue to be offered in some form beyond 2014. ETPL encourages the OPA to make a clear commitment to potential participates to provide funding for projects that have an end date in 2015 as it will help to maintain the strength and positive momentum of the program. The OPA should also clearly communicate any plans it has to continue the program past 2015 so LDCs can continue marketing the program.

3.2.2.2 Direct Install Initiative (DIL) (Schedule C-3)

Initiative Activities/Progress:

The Direct Install Lighting Initiative (DIL) was the second most popular of the Commercial and Industrial Incentives, representing 19% of the total new peak demand savings in this category in 2012. Program participation increased over 2011 by 32%. Program participation overall would likely be much greater had an earlier version of the program not been offered to business owners pre-2011. However, the increased incentive for free installation work (from a maximum of $1,000 to $1,500) over the pre-2011 program limit and the inclusion of the standard incentive for energy saving measures taken by program participants in excess of the free installation incentive have likely offset some of the negative effect the previous program offering has had on current program enrolment.

There were other issues with the DIL that may have negatively affected program participation in 2012, including:

- Ambiguous program eligibility requirements, which led to a large number of customers who had already completed installation being rejected from the program and may have deterred many more. Eligibility requirements were clarified in late 2012 but need to be more effectively communicated to potential participants and channel partners.
- An increase in the cost of materials required for installations with no corresponding increase in the incentive paid out until late 2012. The increased cost of materials reduced the margin for labour provided through the incentive which, in turn, provided for less of an incentive for contractors to help to market and participate in the program.

ETPL does expect program participation to remain strong into 2013 but it may drop significantly in 2014 as the number of businesses that have already participated in the program has reached close to 60%. One way the DIL could see sustained uptake in the program to the end of 2014 is to make pre-2011 participants eligible to take advantage of the additional $500 incentive as well as the standard pricing incentive that are associated with the 2011-2014 program. Another way is for the LDCs and the OPA to focus their marketing of water heating measure incentives as uptake in the program to-date has focused primarily on lighting incentives.

3.2.2.3 Existing Building Commissioning Incentive Initiative (Schedule C-6)

Initiative Activities/Progress:

Similar to the rest of the province, ETPL achieved no savings in the Existing Building Commissioning Incentive Initiative in 2012. This is likely due to the initiative being limited to space cooling and a limited window of opportunity (i.e. summer months) for participation. Additionally, it does not appear as though the incentive provided is enough to sway potential participants to take part.

ETPL, in partnership with the Southwestern Ontario Utilities Group (SWOUG), hired a contractor to assist in the education and training of channel partners on the initiative. However, the majority of buildings that are eligible for this incentive are mainly non-residential office towers. Due to the limited number of these types of buildings in ETPL's service territory, ETPL does not expect much, if any, uptake in the initiative in the future unless there is an expansion of the initiative to include a broader range of (e.g. chilled water systems used for other purposes).

3.2.2.4 New Construction and Major Renovation Initiative (HPNC) (Schedule C-4)

Initiative Activities/Progress:

Although ETPL achieved no savings in this initiative in 2012, it did initiate a project with the largest industrial business in its service territory during this time. There is typically a long and complicated application process and development cycle for these types of projects, so ETPL's results are similar to the rest of the province as most LDCs do not expect to see results until 2013 or 2014.

ETPL has found some issues with the program that have caused delays and possibly barriers to participation:

- The custom application process requires considerable customer support and skilled LDC staff or LDC-hired 3rd party consultants to guide the customer through. As such, the LDC incurs a significant amount of expense – sometimes equivalent to as much as 50% of the incentive that will be received by the customer. As there has been no defined administrative funding beyond 2014, many LDCs are unsure how these project applications will be finalized.

- The effort required to participate through the custom stream exceeds the value of the incentive for many customers.

- Participants estimated completion dates tend to be inaccurate and are usually 6 months longer. This could result in diminished savings towards target when facilities are not substantially completed by December 31, 2014.

- This Initiative has a very low Net-to-Gross ratio, which results in half the proposed target savings being 'lost'.

Despite these issues, ETPL anticipates that there will be at least one additional project eligible for this initiative in 2013 or 2014 but likely not many more due to the lack of eligible participants in its service territory.

3.2.2.5 Energy Audit Initiative

Initiative Activities/Progress:

Customer uptake in the program was limited province-wide in 2011 but, while ETPL showed no results, several applications for energy audits were submitted and approved to move forward in 2012. It is important to note that the initiative is considered an 'enabling' program to feed into other saveONenergy Initiatives, therefore there are no savings attributed to LDC targets from the completion of an audit.

The province may want to explore further improvements to the initiative in future years to make it more consistent and encourage more flow-through to other initiatives, including:

- A standard template with specific energy saving calculation requirements that can be used by the consultants performing the audits. Currently, audit reports vary considerably and in some cases, while they adhere to the Initiative requirements, do not provide value for the participant.

- A centralized list of prequalified energy audit consultants provided by the OPA. Customers usually look to the LDC to recommend consultants but it would be more beneficial to the customer if the consultants were vetted through a centralized and standardized process.

- Allowing for additional, targeted energy audits for previous participants in the program to cover audits of equipment/processes for which new incentives/initiatives have been added that the customer may wish and is eligible to participate in. Participants are currently limited to one energy audit which restricts direction into other saveONenergy initiatives in the event that the scope of one of those initiatives is expanded to include other measures.

ETPL expects to have positive results for this initiative in 2013 and beyond as the audits that were approved in 2012 get underway and are completed.

3.2.3 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 wells 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 provided valuable resources to large facilities such as Embedded Energy Managers (EEM), Key Account Managers (KAM) and enabling Engineering Studies. The Engineering Studies in particular provide a unique opportunity for a customer to complete a comprehensive analysis of an energy intensive process that they would not otherwise be able to undertake. EEMs provide customers with a skilled individual whose only role is to assist them with conservation initiatives. To date these EEMs have played a key role in customer participation.

Through 2012, ETPL focused on putting the right resources in place to take advantage of energy saving opportunities through the Industrial Program at the largest industrial plant in its service territory. Due to the age of the building and some of the plant's equipment, there have proven to be many opportunities for savings and ETPL has engaged an EEM and a portion of a KAM (a shared resource among several other LDCs) to identify and take advantage of them. Although the effort and activities undertaken appear to have not yielded specific results in 2012, ETPL does expect great success through the EEM and KAM resources in future years.

ETPL's activity under the Process and Systems Upgrades Initiative (PSUI) has the potential to contribute significantly to ETPL meeting its overall savings target by the end of the CDM initiative in 2014, although approval delays are diminishing the likelihood of this. Despite applications to the program being submitted in 2012 and 2013, only one project completed the review and approval process in 2013 and the other is still outstanding. These delays, combined with the amount of time it will take to complete the projects, have put 2014 completion dates in jeopardy along with any savings that can be attributed to the projects to assist ETPL in meeting its targets.

In general, a complex program structure, legal requirements, and lengthy change management have restricted the change and growth of the Industrial Program. For 2013, a change to the monetary threshold for small capital projects and a simplified small capital project agreement are expected to improve the number of projects and savings achieved within PSUI. Likewise, a decision to proceed with natural gas load displacement generation projects will also increase uptake although, as referenced above, results may not be counted towards LDC targets due to project completion dates beyond 2014. Looking ahead, there is minimal opportunity to make additional valuable changes to the current program suite and have these changes reflected in LDC 2014 results.

3.2.3.1 Process & Systems Upgrades Initiative (PSUI) (Schedule D-1)

Initiative Activities/Progress:

Similar to the rest of the LDCs in the province, ETPL had no savings results in this initiative in 2012. The majority of the results for this initiative are expected in 2013 and 2014. This is because of a complex applications process and delays, some significant, in the application review and approval process.

Province-wide, approximately 100 engineering study applications have been submitted to the OPA to-date which 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. Of the 100 applications, three have come from within ETPL's service territory. The first was submitted in early 2012 (one of the first submitted province-wide) for a combined 4 megawatt gas-fired project. ETPL and the applicant decided to split the 2012 application into two separate applications and resubmit it to the OPA in late 2012 when it became clear that, due to political issues beyond ETPL's control, all gas-fired generation project applications were being held from approval.

In mid-2013, one of the applications (.95 megawatt, steam generation project) received approval to move ahead. The project is expected begin development in in late 2013 and ETPL is hopeful that it will be completed before the end of 2014 so the project can be counted towards ETPL's demand savings target.

The other application, for a 3 megawatt gas-fired project, is still awaiting approval from the OPA and, if delayed much longer, is in jeopardy of losing eligibility to count towards ETPL's demand savings target. In 2012 the OPA was accepting waste heat/waste fuel projects only while natural gas generation projects were on hold awaiting a decision on whether PSUI will fund them. In June 2013, a decision was made to fund natural gas load displacement generation projects. ETPL is hopeful that the OPA will expedite existing project applications through the approval process so applicants can get projects underway and completed by 2014. If not, ETPL will likely not meet its demand target despite having one of the earliest applicants to the program.

Further improvements to the program should be considered by the OPA as they could help with its success in the future:

- The OPA should ensure that funding payments are made according to the terms of contract requirements, as they have been delayed in past which has caused issues between the participant and the LDC in their service territory.

- Smaller projects should be subject to shorter and less complicated and onerous agreements as the current version of the PSUI agreement can and has caused delays in the application process.

- 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. To date this change has not been implemented.

3.2.3.2 Monitoring & Targeting Initiative (Schedule D-2)

Initiative Activities/Progress:

ETPL had no results for this initiative in 2012. The Monitoring and Targeting initiative is targeted at larger customers with the capacity to baseline and then set targets and monitor their energy usage. 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. ETPL's largest industrial customer does employ an EEM and is currently the only business to qualify for this initiative in ETPL's service territory. While no projects were completed in 2012, ETPL is expecting that it will be submitting a project application in 2013/14.

Through the 2013 change management process in 2013, improvements are being made to ERII to allow smaller facilities to employ monitoring and targeting systems. It is not clear when changes to the initiative will be introduced and therefore whether any associated results will be eligible towards ETPL or other LDC targets in 2013 or 2014 in addition to the current project may be moving forward.

3.2.3.3 Energy Manager Initiative (Schedule D-3)

Initiative Activities/Progress:

The Energy Manager Initiative has proven to be popular and useful for larger customers, including the largest customer in ETPL's service territory. There are approximately 70 Embedded Energy Managers (EEMs) and 25 Roving Energy Managers (REMs) being utilized by customers across the province. ETPL has one EEM but is not using an REM. Some 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. ETPL is doing something similar with other LDCs in sharing the use of a Key Account Manager (KAM) who is acting somewhat as an REM.

At the beginning of the initiative launch, it took longer than expected to set up the energy manager application process. Unclear communication resulted in marketing and implementation challenges for many LDCs. The EEM in ETPL's service territory started in March 2012 but time was required to train both the EEM on his role and the facility and staff on his role and eligible projects.

The EEMs in the province have faced challenges in that they have been provided little direction from the OPA in terms of eligible incented and non-incented projects and reporting requirements. Despite these challenges, there have been a number of studies identified by EEMs, including ETPL's EEM, and they have been able to build capacity and deliver energy saving projects within their respective facilities. Therefore ETPL was very pleased to have the funding for the EEM renewed for 2013, in addition to the results its EEM produced in 2012. The OPA's quarterly reports to ETPL on its results indicated that the EEM had helped to contribute 328kW of savings or nearly 42% of the total net energy efficiency savings for ETPL in 2012.

Unfortunately, none of the savings that had been attributed to the EEM in the OPA's quarterly reports were recognized when ETPL received its OPA-Contracted Province-Wide CDM Programs Final 2012 Results Report from the OPA in August 2013. This had a significant impact on ETPL's overall Net Energy Savings for the year, dropping it from 92.2% to 60.7%. ETPL's experience is similar to other LDCs in the province. ETPL is working with the OPA to understand the reason for the

dramatic change. As discussed in Section 4 below, ETPL has been assured by the OPA that all or most of the savings produced by the EEM in 2012 will be recognized retroactively in the Final 2013 Results Report from the OPA.

Going forward, ETPL is expecting to see significant additional savings attributed to the EEM. In the meantime, ETPL is looking forward to further direction and clarification from the OPA on eligible non-incented projects as well as reporting requirements for EEM-related projects. ETPL, along with other LDCs who have EEMs employed in their territories, are also awaiting a decision from the OPA on extending funding for EEMs beyond 2014. This is important because many EEM's employment contracts are not aligned with the beginning and end of the fiscal year therefore renewals in 2014 may be in jeopardy – and any savings the EEM can contribute – if the LDC cannot guarantee the EEM a full year contract.

3.2.3.4 Key Account Manager (Schedule D-4)

Initiative Activities/Progress:

The KAM has been an invaluable addition to ETPL, even though it is sharing the resource among other LDCs and only has the equivalent of $1/10^{th}$ of his available time. The technical knowledge and business experience the KAM brought to the role has been very helpful to ETPL and the other LDCs he is working with, as well as to other KAMs in the province because he is assisting in transferring his knowledge and skills to them. Also, customers appreciate dealing with a single contact to interface with an LDC, especially one who can communicate easily with both parties. Finding a KAM with this mix of skills was not easy and therefore took some time, particularly with the addition of short term contract terms and associated energy target requirements.

ETPL is confident that the KAM will continue to provide value to it and its customers and contribute to ETPL achieving further energy savings in 2013 and beyond. Similar to the EEM, ETPL is awaiting direction from the OPA on whether it will commit to funding the role beyond 2014 to ensure that the resource is not lost to other employment, along with associated energy savings.

3.2.3.5 Demand Response 3 (D-6)

Initiative Activities/Progress:

ETPL had no savings results for the Demand Response 3 (DR-3) initiative in 2012. ETPL customer are in a discounted zone in southwestern Ontario, therefore the incentives provided is less than other areas which makes it difficult to get customers to participate. Despite this challenge, there are now two customers participating in the DR-3 initiative in ETPL's service territory. One signed up in late 2012 and the other in 2013, so ETPL expects to see the associated demand and energy savings moving forward.

Some improvements to the DR-3 initiative were made in 2013 that may also attract more participants. For example, individual customer data is now available, which will help LDC's to market the program to prospective participants as well as verify customer savings. Additionally, aggregators are now able to enter into longer-term contracts that run beyond 2014 which has allowed them to offer a more competitive contract prices.

There are still some issues with the program that may cause barriers to participation. The most impactful challenge is that compensation amounts for new contracts and renewals have been reduced from the initial launch of this initiative which

has reduced the revenue received by participants and may deter renewals and new participants. Metering and settlement requirements are expensive and complicated, which can reduce customer compensation amounts and deter participation from smaller customers.

3.2.4 LOW INCOME INITIATIVE (HOME ASSISTANCE PROGRAM) (Schedule E-1)

Initiative Activities/Progress:

ETPL partnered with other LDCs whose service territories share the same counties to market the Home Assistance Program to municipalities and social agencies. ETPL focused on the municipalities and social agencies operating in the County of Oxford in 2012 and will be targeting those in other counties within its service territory using a similar approach in 2013 and beyond.

ETPL also hired a third party to assist in managing the program, in part due to the financial scope, complexity and customer privacy requirements. Greensaver has expertise in the delivery of these types of programs to Ontario residents, and ETPL is confident that participants will benefit as a result. Greensaver is also assisting in Home Assistance Program delivery for over 30 other LDCs in the province.

Despite the effort that ETPL has made in marketing the program it did not see significant results in 2012, with only 12 participants and one kilowatt of savings achieved. ETPL attributes the results to the following:

- Awareness of the program took amongst social agencies took time to develop with benefits only starting to become evident in late 2012.

- The initial process for enrolling in the program was complicated in time-consuming, with corrections being made to address this coming only in late 2012.

- There are very few designated social housing units within ETPL's service territory. Therefore, unless there are a large number of eligible participants to the program that own their homes, this places a restriction on the number of eligible participants/units in ETPL's service territory because certain incentives are only available for rental units that are dedicated to low-income tenants.

- Flaws in program design which may deter participants as they appear to penalize those who have initiated energy efficiency measures on their own and reward those who have not. Currently, the way eligibility for the various incentives is determined is based on an overall score. Those who have taken some steps toward energy efficiency – and, chances are, are more likely to participate in the program overall – will achieve a lower score than those who have not, which means they are eligible for fewer incentives, in particular, some of the larger incentives.

ETPL expects to see similar or slightly better results in 2013 as it expands its marketing outreach. Uptake in the program might increase further if issues such as the program design flaws are addressed by the OPA. From an administrative perspective, the OPA should fix issues with the centralized payment process as LDCs are still employing a manual work-around which makes the process difficult and cumbersome to administer.

3.2.5 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

4.0 2012 LDC CDM Results

As noted in the Executive Summary and elsewhere in this report, the OPA-Contracted Province-Wide CDM Programs Final 2012 Results Report ("Final 2012 Results Report") for ETPL as provided by the OPA did not include any associated savings for the Energy Manager initiative under the Industrial Program. This was is contrast to ETPL's Q4 2012 Preliminary Results Update from the OPA which indicated that ETPL had achieved significant savings through the EEM. ETPL alerted the OPA to the discrepancy in results and tried to correct the issue when it received the preliminary Draft Report in early August 2013 from the OPA but the issue was not addressed by the date of the release of ETPL's Final 2012 Results Report at the end of August 2013.

The loss of the EEM savings had a significant impact on ETPL's overall progress towards meeting its Net Cumulative Energy Savings Target, dropping it from an anticipated result of closer to 92.1% to a final result of 60.7%. The omission also impacted ETPL's overall Net Annual Peak Demand Savings results toward meeting its target, dropping from 20.4% to 14.5%. Additionally, ETPL would have been far exceeding the provincial averages towards meeting its targets in both categories had the EEM savings not been omitted but ended up falling below the provincial average because they were.

In late September 2013, ETPL received confirmation from the OPA that all or most of the savings attributed to the EEM in 2012 that were omitted will be recognized in the Final 2013 Results Report as an adjustment to the previous year's verified results. Therefore, a copy of ETPL's Q4 results as provided by the OPA through the Conservation and Demand Management Q4 2012 Preliminary Results Update (Table 3A) are provided below *in addition* to Table 1 from the Final 2012 Results Report in an effort to provide a more accurate picture of ETPL's results for 2012.

4.1 Participation and Savings

Conservation & Demand Management Status Report Q4 Preliminary Results Update, Table 3A: Erie Thames Powerlines Initiative and Program Level Savings by Year (Scenario 1)

Initiative	Unit	Incremental Activity (new program activity occuring 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 Unverified Progress to Target (excluding DR)	
														2014 Net Annual Peak Demand Savings (kW)	2011-2014 Net Cumulative Energy
		2011	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014	2014
Consumer Program															
Appliance Retirement	Appliances	282	293			17	18			119,727	124,819			35	852,862
Appliance Exchange	Appliances	39	34			4	5			4,458	8,706			6	41,548
HVAC Incentives	Equipment	349	271			104	83			196,514	160,110			187	1,266,383
Conservation Instant Coupon Booklet	Items	1,978	9			5	0			74,929	388			5	300,880
Bi-Annual Retailer Event	Items	3,077	1,114			6	2			103,886	43,397			8	545,738
Retailer Co-op	Items	0	0			0	0			0	0			0	0
Residential Demand Response (switch/pstat)*	Devices	0	0			0	0			0	0			0	0
Residential Demand Response (IHD)	Devices	0	0			0	0			0	0			0	0
Residential New Construction	Homes	0	0			0	0			0	0			0	0
Consumer Program Total						**136**	**109**			**499,515**	**337,420**			**242**	**3,007,411**
Business Program															
Retrofit	Projects	4	26			17	227			106,770	1,971,924			244	6,342,853
Direct Install Lighting	Projects	59	72			75	122			202,377	311,454			177	1,683,072
Building Commissioning	Buildings	0	0			0	0			0	0			0	0
New Construction	Buildings	0	0			0	0			0	0			0	0
Energy Audit	Audits	0	0			0	0			0	0			0	0
Small Commercial Demand Response (switch/pstat)*	Devices	0	0			0	0			0	0			0	0
Small Commercial Demand Response (IHD)	Devices	0	0			0	0			0	0			0	0
Demand Response 3*	Facilities	0	0			0	0			0	0			0	0
Business Program Total						**92**	**349**			**309,147**	**2,283,379**			**422**	**8,052,925**
Industrial Program															
Process & System Upgrades	Projects	0	0			0	0			0	0			0	0
Monitoring & Targeting	Projects	0	0			0	0			0	0			0	0
Energy Manager	Projects	0	17			0	328			0	2,983,823			328	8,951,468
Retrofit	Projects	5				11				61,631				11	246,522
Demand Response 3*	Facilities	0	1			0	84			0	4,931			0	4,931
Industrial Program Total						**11**	**412**			**61,631**	**2,988,753**			**339**	**9,202,921**
Home Assistance Program															
Home Assistance Program	Homes	0	4			0	0			0	2,549			0	7,648
Home Assistance Program Total						**0**	**0**			**0**	**2,549**			**0**	**7,648**
Pre-2011 Programs completed in 2011															
Electricity Retrofit Incentive Program	Projects	8	0			61	0			228,469	0			61	913,876
High Performance New Construction	Projects	0	0			0	0			1,452	0			0	5,809
Toronto Comprehensive	Projects	0	0			0	0			0	0			0	0
Multifamily Energy Efficiency Rebates	Projects	0	0			0	0			0	0			0	0
LDC Custom Programs	Projects	0	0			0	0			0	0			0	0
Pre-2011 Programs completed in 2011 Total						**61**	**0**			**229,921**	**0**			**61**	**919,685**
Energy Efficiency Total						**301**	**787**			**1,100,214**	**5,607,171**			**1,064**	**21,158,659**
Demand Response Total						**0**	**84**			**0**	**4,931**			**0**	**4,931**
OPA-Contracted LDC Portfolio Total (incl. Adjustments)						**301**	**871**			**1,100,214**	**5,612,101**			**1,064**	**21,163,590**
													Full OEB Target:	**5,220**	**22,970,000**
													Preliminary % of Full OEB Target Achieved to Date (Scenario 1):	**20.4%**	**92.1%**

Activity & savings for Demand Response resources for each and quarter represent the savings from all active facilities or devices contracted since January 1, 2011.

Conservation & Demand Management 2012 Annual Report, Table 1: Erie Thames Powerlines Corporation Initiative and Program Level Savings by Year (Scenario 1)

Initiative	Unit	Incremental Activity (new program activity occuring 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 Unverified Progress to Target (excluding DR)	
														2014 Net Annual Peak Demand Savings (kW)	2011-2014 Net Cumulative Energy
		2011	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014	2014
Consumer Program															
Appliance Retirement	Appliances	282	293			17	17			119,727	115,287			34	824,264
Appliance Exchange	Appliances	39	69			4	10			4,458	17,409			11	67,656
HVAC Incentives	Equipment	349	274			104	66			196,514	118,578			170	1,141,789
Conservation Instant Coupon Booklet	Items	1,978	109			5	1			74,929	4,943			6	314,545
Bi-Annual Retailer Event	Items	3,077	3,750			6	5			103,886	94,675			11	699,570
Retailer Co-op	Items	0	0			0	0			0	0			0	0
Residential Demand Response (switch/pstat)*	Devices	0	0			0	0			0	0			0	0
Residential Demand Response (IHD)	Devices	0	0			0				0					
Residential New Construction	Homes	0	2			0	0			0	540			0	1,620
Consumer Program Total						**136**	**99**			**499,515**	**351,431**			**232**	**3,049,445**
Business Program															
Retrofit	Projects	4	32			17	302			106,770	2,366,501			299	7,417,115
Direct Install Lighting	Projects	59	78			75	72			202,377	269,533			128	1,557,309
Building Commissioning	Buildings	0	0			0	0			0	0			0	0
New Construction	Buildings	0	0			0	0			0	0			0	0
Energy Audit	Audits	0	0			0	0			0	0			0	0
Small Commercial Demand Response (switch/pstat)*	Devices	0	0			0	0			0	0			0	0
Small Commercial Demand Response (IHD)	Devices	0	0			0	0			0				0	0
Demand Response 3*	Facilities	0	0			0	0			0	0			0	0
Business Program Total						**92**	**375**			**309,147**	**2,636,034**			**426**	**8,974,424**
Industrial Program															
Process & System Upgrades	Projects	0	0			0	0			0	0			0	0
Monitoring & Targeting	Projects	0	0			0	0			0	0			0	0
Energy Manager	Projects	0	0			0	0			0	0			0	0
Retrofit	Projects	5				11				61,631				11	246,522
Demand Response 3*	Facilities	0	1			0	87			0	2,104			0	2,104
Industrial Program Total						**11**	**87**			**61,631**	**2,104**			**11**	**248,626**
Home Assistance Program															
Home Assistance Program	Homes	0	12			0	1			0	11,757			1	35,272
Home Assistance Program Total						**0**	**1**			**0**	**11,757**			**1**	**35,272**
Pre-2011 Programs completed in 2011															
Electricity Retrofit Incentive Program	Projects	8	0			61	0			228,469	0			61	913,876
High Performance New Construction	Projects	0	0			0	0			1,452	387			1	6,970
Toronto Comprehensive	Projects	0	0			0	0			0	0			0	0
Multifamily Energy Efficiency Rebates	Projects	0	0			0	0			0	0			0	0
LDC Custom Programs	Projects	0	0			0	0			0	0			0	0
Pre-2011 Programs completed in 2011 Total						**61**	**0**			**229,921**	**387**			**62**	**920,846**
Other															
Program Enabled Savings	Projects	0	0			0	0			0	0			0	0
Time-of-Use Savings	Homes														
Other Total						**0**	**0**			**0**	**0**			**0**	**0**
Adjustments to Previous Year's Verified Results							**24**				**176,172**			**24**	**704,688**
Energy Efficiency Total						**301**	**476**			**1,100,214**	**2,999,610**			**733**	**13,226,509**
Demand Response Total						**0**	**87**			**0**	**2,104**			**0**	**2,104**
OPA-Contracted LDC Portfolio Total (incl. Adjustments)						**301**	**587**			**1,100,214**	**3,177,886**			**757**	**13,933,301**
													Full OEB Target:	**5,220**	**22,970,000**
													% of Full OEB Target Achieved to Date (Scenario 1):	**14.5%**	**60.7%**

Activity & savings for Demand Response resources for each and quarter represent the savings from all active facilities or devices contracted since January 1, 2011.

Due to the limited timeframe of data, which didn't include the summer months, 2012 IHD results have been deemed inconclusive. The IHD line item on the 2012 annual report will be left blank. Once a full year of data is available (2013 evaluation), and the savings are quantified, 2012 results will be updated to reflect the quatified savings.

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	0.198027971	0.631806015	0.099434267	0.35143121	0.232	3.049445
Business Program Total	0.476330647	3.446740435	0.374859553	2.63603448	0.426	8.974424
Industrial Program Total	0.08730109	2.10392E-03	0.08730109	0.002103918	0.011	0.248626
Home Assistance Program Total	0.000960793	1.17572E-05	0.000960793	1.17572E-05	0.001	0.035272
Pre-2011 Programs completed in 2011 Total	0.000399462	0.000387013	0.000399462	0.000387013	0.062	0.920846
Total OPA Contracted Province-Wide CDM Programs (including adjustments)	**0.803289912**	**4.355531039**	**0.587023995***	**3.166140381***	**0.757***	**13.933301***

**OPA Rounding in Final 2012 Results Report may cause total to not match individual program line total*

4.2 Evaluation

Table 6: Province-Wide Initiative and Program Level Savings by Year

Initiative	Unit	Incremental Activity (new program activity occuring 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 Unverified Progress to Target (excluding DR)	
														2014 Net Annual Peak Demand Savings (kW)	2011-2014 Net Cumulative Energy
		2011	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014	2014
Consumer Program															
Appliance Retirement	Appliances	56,110	34,146			3,299	2,011			23,005,812	13,424,518			5,171	132,176,857
Appliance Exchange	Appliances	3,688	3,836			371	556			450,187	974,621			689	4,512,525
HVAC Incentives	Equipment	111,587	85,221			32,037	19,060			59,437,670	32,841,283			51,097	336,274,530
Conservation Instant Coupon Booklet	Items	559,462	30,891			1,344	230			21,211,537	1,398,202			1,575	89,040,754
Bi-Annual Retailer Event	Items	870,332	1,060,901			1,681	1,480			29,387,468	26,781,674			3,161	197,894,897
Retailer Co-op	Items	152	0			0	0			2,652	0			0	10,607
Residential Demand Response (switch/pstat)*	Devices	19,550	98,388			10,947	49,038			24,870	359,408			0	384,279
Residential Demand Response (IHD)	Devices	0	49,689			0				0					
Residential New Construction	Homes	7	19			0	2			743	17,152			2	54,430
Consumer Program Total						**49,681**	**72,377**			**133,520,941**	**75,796,859**			**61,696**	**760,348,879**
Business Program															
Retrofit	Projects	2,516	5,605			24,467	61,147			136,002,258	314,922,468			84,018	1,480,647,459
Direct Install Lighting	Projects	20,297	18,494			23,724	15,284			61,076,701	57,345,798			31,181	391,072,869
Building Commissioning	Buildings	0	0			0	0			0	0			0	0
New Construction	Buildings	10	69			123	764			411,717	1,814,721			888	7,091,031
Energy Audit	Audits	103	280			0	1,450			0	7,049,351			1,450	21,148,054
Small Commercial Demand Response (switch/pstat)*	Devices	132	294			84	187			157	1,068			0	1,224
Small Commercial Demand Response (IHD)	Devices	0	0			0				0				0	0
Demand Response 3*	Facilities	145	151			16,218	19,389			633,421	281,823			0	915,244
Business Program Total						**64,617**	**98,221**			**198,124,253**	**381,415,230**			**117,535**	**1,900,875,881**
Industrial Program															
Process & System Upgrades	Projects	0	0			0	0			0	0			0	0
Monitoring & Targeting	Projects	0	0			0	0			0	0			0	0
Energy Manager	Projects	0	39			0	1,086			0	7,372,108			1,086	22,116,324
Retrofit	Projects	433				4,615				28,866,840				4,613	115,462,282
Demand Response 3*	Facilities	124	185			52,484	74,056			3,080,737	1,784,712			0	4,865,449
Industrial Program Total						**57,098**	**75,141**			**31,947,577**	**9,156,820**			**5,699**	**142,444,054**
Home Assistance Program															
Home Assistance Program	Homes	46	5,033			2	566			39,283	5,442,232			569	16,483,831
Home Assistance Program Total						**2**	**566**			**39,283**	**5,442,232**			**569**	**16,483,831**
Pre-2011 Programs completed in 2011															
Electricity Retrofit Incentive Program	Projects	2,016	0			21,662	0			121,138,219	0			21,662	484,552,876
High Performance New Construction	Projects	145	69			5,098	3,251			26,185,591	11,901,944			8,349	140,448,197
Toronto Comprehensive	Projects	577	0			15,805	0			86,964,886	0			15,805	347,859,545
Multifamily Energy Efficiency Rebates	Projects	110	0			1,981	0			7,595,683	0			1,981	30,382,733
LDC Custom Programs	Projects	8	0			399	0			1,367,170	0			399	5,468,679
Pre-2011 Programs completed in 2011 Total						**44,945**	**3,251**			**243,251,550**	**11,901,944**			**48,195**	**1,008,712,030**
Other															
Program Enabled Savings	Projects	0	16			0	2,304			0	1,188,362			2,304	3,565,086
Time-of-Use Savings	Homes														
Other Total							**2,304**				**1,188,362**			**2,304**	**3,565,086**
Adjustments to Previous Year's Verified Results							**1,406**				**18,689,081**			**1,156**	**73,918,598**
Energy Efficiency Total						**136,610**	**109,191**			**603,144,419**	**482,474,435**			**235,998**	**3,826,263,564**
Demand Response Total						**79,733**	**142,670**			**3,739,185**	**2,427,011**			**0**	**6,166,196**
OPA-Contracted LDC Portfolio Total (incl. Adjustments)						**216,343**	**253,267**			**606,883,604**	**503,590,526**			**237,154**	**3,906,348,358**
													Full OEB Target:	**1,330,000**	**6,000,000,000**
													% of Full OEB Target Achieved to Date (Scenario 1):	**17.8%**	**65.1%**

Activity & savings for Demand Response resources for each and quarter represent the savings from all active facilities or devices contracted since January 1, 2011.

Due to the limited timeframe of data, which didn't include the summer months, 2012 IHD results have been deeme inconclusive. The IHD line item on the 2012 annual report will be left blank. Once a full year of data is available (2013 evaluation), and the savings are quantified, 2012 results will be updated to reflect the quatified savings.

METHODOLOGY

All results are at the end-user level (not including transmission and distribution losses)

EQUATIONS	
Prescriptive Measures and Projects	**Gross Savings =** Activity * Per Unit Assumption **Net Savings =** Gross Savings * Net-to-Gross Ratio All savings are annualized (i.e. the savings are the same regardless of time of year a project was completed or measure installed)
Engineered and Custom Projects	**Gross Savings =** Reported Savings * Realization Rate **Net Savings =** Gross Savings * Net-to-Gross Ratio All savings are annualized (i.e. the savings are the same regardless of time of year a project was completed or measure installed)
Demand Response	**Peak Demand: Gross Savings = Net Savings =** contracted MW at contributor level * Provincial contracted to ex ante ratio **Energy: Gross Savings = Net Savings =** provincial ex post energy savings * LDC proportion of total provincial contracted MW All savings are annualized (i.e. the savings are the same regardless of the time of year a participant began offering DR)
Adjustments to Previous Year's Verified Results	All errors and omissions from the prior year's Final Annual Results report will be adjusted within this report. Any errors and omissions with regards to projects counts, data lag, and calculations etc., will be made within this report. Considers the cumulative effect of energy savings.

Initiative	Attributing Savings to LDCs	Savings 'start' Date	Calculating Resource Savings
Consumer Program			
Appliance Retirement	Includes both retail and home pickup stream; Retail stream allocated based on average of 2008 & 2009 residential throughput; Home pickup stream directly attributed by postal code or customer selection	Savings are considered to begin in the year the appliance is picked up.	**Peak demand and energy savings** are determined using the verified measure level per unit assumption multiplied by the uptake in the market (gross) taking into account net-to-gross factors such as free-ridership and spillover (net) at the measure level.
Appliance Exchange	When postal code information is provided by customer, results are directly attributed to the LDC. When postal code is not available, results allocated based on average of 2008 & 2009 residential throughput	Savings are considered to begin in the year that the exchange event occurred	
HVAC Incentives	Results directly attributed to LDC based on customer postal code	Savings are considered to begin in the year that the installation occurred	
Conservation Instant Coupon Booklet	LDC-coded coupons directly attributed to LDC; Otherwise results are allocated based on average of 2008 & 2009 residential throughput	Savings are considered to begin in the year in which the coupon was redeemed.	**Peak demand and energy savings** are determined using the verified measure level per unit assumption multiplied by the uptake in the market (gross) taking into account net-to-gross factors such as free-ridership and spillover (net) at the measure level.
Bi-Annual Retailer Event	Results are allocated based on average of 2008 & 2009 residential throughput	Savings are considered to begin in the year in which the event occurs.	

Initiative	Attributing Savings to LDCs	Savings 'start' Date	Calculating Resource Savings
Retailer Co-op	When postal code information is provided by the customer, results are directly attributed. If postal code information is not available, results are allocated based on average of 2008 & 2009 residential throughput.	Savings are considered to begin in the year of the home visit and installation date.	**Peak demand and energy savings** are determined using the verified measure level per unit assumption multiplied by the uptake in the market (gross) taking into account net-to-gross factors such as free-ridership and spillover (net) at the measure level.
Residential Demand Response	Results are directly attributed to LDC based on data provided to OPA through project completion reports and continuing participant lists	Savings are considered to begin in the year the device was installed and/or when a customer signed a ***peaksaver*** PLUS™ participant agreement.	**Peak demand savings** are based on an ex ante estimate assuming a 1 in 10 weather year and represents the "insurance value" of the initiative. **Energy savings** are based on an ex post estimate which reflects the savings that occurred as a result of activations in the year and accounts for any "snapback" in energy consumption experienced after the event. Savings are assumed to **persist** for only 1 year, reflecting that savings will only occur if the resource is activated.
Residential New Construction	Results are directly attributed to LDC based on LDC identified in application in the saveONenergy CRM system; Initiative was not evaluated in 2011, reported results are presented with forecast assumptions as per the business case.	Savings are considered to begin in the year of the project completion date.	**Peak demand and energy savings** are determined using the verified measure level per unit assumption multiplied by the uptake in the market (gross) taking into account net-to-gross factors such as free-ridership and spillover (net) at the measure level.

Initiative	Attributing Savings to LDCs	Savings 'start' Date	Calculating Resource Savings
Business Program			
Efficiency: Equipment Replacement	Results are directly attributed to LDC based on LDC identified at the facility level in the saveONenergy CRM; Projects in the Application Status: "Post-Stage Submission" are included (excluding "Payment denied by LDC"); Please see "Reference Tables" tab for Building type to Sector mapping	Savings are considered to begin in the year of the actual project completion date on the iCON CRM system.	**Peak demand and energy savings** are determined by the total savings for a given project as reported in the iCON CRM system (reported). A realization rate is applied to the reported savings to ensure that these savings align with EM&V protocols and reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings takes into account net-to-gross factors such as free-ridership and spillover (net). Both realization rate and net-to-gross ratios can differ for energy and demand savings and depend on the mix of projects within an LDC territory (i.e. lighting or non-lighting project, engineered/custom/prescriptive track).
	Additional Note: project counts were derived by filtering out "Application Status" = "Post-Project Submission - Payment denied by LDC" and only including projects with an "Actual Project Completion Date" in 2012 and pulling both the "Application Name" field followed by the "Building Address 1" field from the Post Stage Retrofit Report and finally performing a count of the Building Addresses.		

Initiative	Attributing Savings to LDCs	Savings 'start' Date	Calculating Resource Savings
Direct Installed Lighting	Results are directly attributed to LDC based on the LDC specified on the work order	Savings are considered to begin in the year of the actual project completion date.	**Peak demand and energy savings** are determined using the verified measure level per unit assumptions multiplied by the uptake of each measure accounting for the realization rate for both peak demand and energy to reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings take into account net-to-gross factors such as free- ridership and spillover for both peak demand and energy savings at the program level (net).
Existing Building Commissioning Incentive	Results are directly attributed to LDC based on LDC identified in the application; Initiative was not evaluated, no completed projects in 2011 or 2012.	Savings are considered to begin in the year of the actual project completion date.	**Peak demand and energy savings** are determined by the total savings for a given project as reported (reported). A realization rate is applied to the reported savings to ensure that these savings align with EM&V protocols and reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings takes into account net-to-gross factors such as free- ridership and spillover (net).
New Construction and Major Renovation Incentive	Results are directly attributed to LDC based on LDC identified in the application.	Savings are considered to begin in the year of the actual project completion date.	
Energy Audit	Projects are directly attributed to LDC based on LDC identified in the application	Savings are considered to begin in the year of the audit date.	**Peak demand and energy savings** are determined by the total savings resulting from an audit as reported (reported). A realization rate is applied to the reported savings to ensure that these savings align with EM&V protocols and reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings takes into account net-to-gross factors such as free-ridership and spillover (net).

Initiative	Attributing Savings to LDCs	Savings 'start' Date	Calculating Resource Savings
Commercial Demand Response (part of the Residential program schedule)	Results are directly attributed to LDC based on data provided to OPA through project completion reports and continuing participant lists	Savings are considered to begin in the year the device was installed and/or when a customer signed a ***peaksaver*** PLUS™ participant agreement.	**Peak demand savings** are based on an ex ante estimate assuming a 1 in 10 weather year and represents the "insurance value" of the initiative. **Energy savings** are based on an ex post estimate which reflects the savings that occurred as a result of activations in the year. Savings are assumed to **persist** for only 1 year, reflecting that savings will only occur if the resource is activated.
Demand Response 3 (part of the Industrial program schedule)	Results are attributed to LDCs based on the total contracted megawatts at the contributor level as of December 31st, applying the provincial ex ante to contracted ratio (ex ante estimate/contracted megawatts); Ex post energy savings are attributed to the LDC based on their proportion of the total contracted megawatts at the contributor level.	Savings are considered to begin in the year in which the contributor signed up to participate in demand response.	**Peak demand savings** are ex ante estimates based on the load reduction capability that can be expected for the purposes of planning. The ex ante estimates factor in both scheduled non-performances (i.e. maintenance) and historical performance. **Energy savings** are based on an ex post estimate which reflects the savings that actually occurred as a results of activations in the year. Savings are assumed to persist for 1 year, reflecting that savings will not occur if the resource is not activated and additional costs are incurred to activate the resource.
Industrial Program			
Process & System Upgrades	Results are directly attributed to LDC based on LDC identified in application in the saveONenergy CRM system; Initiative was not evaluated, no completed projects in 2011 or 2012.	Savings are considered to begin in the year in which the incentive project was completed.	**Peak demand and energy savings** are determined by the total savings from a given project as reported (reported). A realization rate is applied to the reported savings to ensure that these savings align with EM&V protocols and reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings takes into account net-to-gross factors such as free-ridership and spillover (net).

Initiative	Attributing Savings to LDCs	Savings 'start' Date	Calculating Resource Savings
Monitoring & Targeting	Results are directly attributed to LDC based on LDC identified in the application; Initiative was not evaluated, no completed projects in 2011 or 2012.	Savings are considered to begin in the year in which the incentive project was completed.	**Peak demand and energy savings** are determined by the total savings from a given project as reported (reported). A realization rate is applied to the reported savings to ensure that these savings align with EM&V protocols and reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings takes into account net-to-gross factors such as free- ridership and spillover (net).
Energy Manager	Results are directly attributed to LDC based on LDC identified in the application; No completed projects in 2011 or 2012.	Savings are considered to begin in the year in which the project was completed by the energy manager. If no date is specified the savings will begin the year of the Quarterly Report submitted by the energy manager.	**Peak demand and energy savings** are determined by the total savings from a given project as reported (reported). A realization rate is applied to the reported savings to ensure that these savings align with EM&V protocols and reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings takes into account net-to-gross factors such as free- ridership and spillover (net).

Initiative	Attributing Savings to LDCs	Savings 'start' Date	Calculating Resource Savings
Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)	Results are directly attributed to LDC based on LDC identified at the facility level in the saveONenergy CRM; Projects in the Application Status: "Post-Stage Submission" are included (excluding "Payment denied by LDC"); Please see "Reference Tables" tab for Building type to Sector mapping	Savings are considered to begin in the year of the actual project completion date on the iCON CRM system.	**Peak demand and energy savings** are determined by the total savings for a given project as reported in the iCON CRM system (reported). A realization rate is applied to the reported savings to ensure that these savings align with EM&V protocols and reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings takes into account net-to-gross factors such as free-ridership and spillover (net). Both realization rate and net-to-gross ratios can differ for energy and demand savings and depend on the mix of projects within an LDC territory (i.e. lighting or non-lighting project, engineered/ custom/prescriptive track).
Demand Response 3	Results are attributed to LDCs based on the total contracted megawatts at the contributor level as of December 31st, applying the provincial ex ante to contracted ratio (ex ante estimate/contracted megawatts); Ex post energy savings are attributed to the LDC based on their proportion of the total contracted megawatts at the contributor level.	Savings are considered to begin in the year in which the contributor signed up to participate in demand response.	**Peak demand savings** are ex ante estimates based on the load reduction capability that can be expected for the purposes of planning. The ex ante estimates factor in both scheduled non-performances (i.e. maintenance) and historical performance. **Energy savings** are based on an ex post estimate which reflects the savings that actually occurred as a results of activations in the year. Savings are assumed to persist for 1 year, reflecting that savings will not occur if the resource is not activated and additional costs are incurred to activate the resource.

Home Assistance Program			
Initiative	**Attributing Savings to LDCs**	**Savings 'start' Date**	**Calculating Resource Savings**
Home Assistance Program	Results are directly attributed to LDC based on LDC identified in the application.	Savings are considered to begin in the year in which the measures were installed.	**Peak demand and energy savings** are determined using the measure level per unit assumption multiplied by the uptake of each measure (gross) taking into account net-to-gross factors such as free-ridership and spillover (net) at the measure level.
Pre-2011 Programs completed in 2011			
Electricity Retrofit Incentive Program	Results are directly attributed to LDC based on LDC identified in the application; Initiative was not evaluated in 2011 or 2012, assumptions as per 2010 evaluation	Savings are considered to begin in the year in which a project was completed.	**Peak demand and energy savings** are determined by the total savings from a given project as reported (reported). A realization rate is applied to the reported savings to ensure that these savings align with EM&V protocols and reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings takes into account net-to-gross factors such as free- ridership and spillover (net). **If energy savings are not available,** an estimate is made based on the kWh to kW ratio in the provincial results from the 2010 evaluated results (http://www.powerauthority.on.ca/evaluation - measurement-and-verification/evaluation-reports).
High Performance New Construction	Results are directly attributed to LDC based on customer data provided to the OPA from Enbridge; Initiative was not evaluated in 2011 or 2012, assumptions as per 2010 evaluation	Savings are considered to begin in the year in which a project was completed.	
Toronto Comprehensive	Program run exclusively in Toronto Hydro-Electric System Limited service territory; Initiative was not evaluated in 2011 or 2012, assumptions as per 2010 evaluation		

Initiative	Attributing Savings to LDCs	Savings 'start' Date	Calculating Resource Savings
Multifamily Energy Efficiency Rebates	Results are directly attributed to LDC based on LDC identified in the application; Initiative was not evaluated in 2011 or 2012, assumptions as per 2010 evaluation	Savings are considered to begin in the year in which a project was completed.	**Peak demand and energy savings** are determined by the total savings from a given project as reported (reported). A realization rate is applied to the reported savings to ensure that these savings align with EM&V protocols and reflect the savings that were actually realized (i.e. how many light bulbs were actually installed vs. what was reported) (gross). Net savings takes into account net-to-gross factors such as free- ridership and spillover (net). **If energy savings are not available,** an estimate is made based on the kWh to kW ratio in the provincial results from the 2010 evaluated results (http://www.powerauthority.on.ca/evaluation-measurement-and-verification/evaluation-reports).
Data Centre Incentive Program	Program run exclusively in PowerStream Inc. service territory; Initiative was not evaluated in 2011, assumptions as per 2009 evaluation		
EnWin Green Suites	Program run exclusively in ENWIN Utilities Ltd. service territory; Initiative was not evaluated in 2011 or 2012, assumptions as per 2010 evaluation		

4.3 Spending

Table 3: 2012 Spending

Initiative	Program Administration Budget (PAB)	Participant Based Funding (PBF)	Participant Incentives (PI)	Capability Building Funding (CBF)	TOTAL
Consumer Program					
Appliance Retirement	$7,700				$7,700
Appliance Exchange	$7,650				$7,650
HVAC Incentives	$8,000				$8,000
Conservation Instant Coupon Booklet	$19,050				$19,050
Bi-Annual Retailer Event	$9,675				$9,675
Retailer Co-op	$9,675				$9,675
Residential Demand Response	$7,500				$7,500
New Construction Program	$7,750		$500		$8,250
Business Program					
Efficiency: Equipment Replacement	$88,250		$230,360		$318,610
Direct Installed Lighting	$32,320	$19,800	$69,262		$121,382
Existing Building Commissioning Incentive	$3,995				$3,995
New Construction and Major Renovation Initiative	$3,995				$3,995
Energy Audit	$9,440				$9,440
Small Commercial Demand Response (part of the Residential program schedule)					
Demand Response 3 (part of the Industrial program schedule)					
Industrial Program					
Process & System Upgrades					
a) preliminary engineering study	$982				$982
b) detailed engineering study	$1,557		$50,000		$51,557
c) program incentive	$1,270				$1,270
Monitoring & Targeting	$695				$695
Energy Manager	$7,860		$72,000	10,224	$90,084

Initiative	Program Administration Budget (PAB)	Participant Based Funding (PBF)	Participant Incentives (PI)	Capability Building Funding (CBF)	TOTAL
Key Account Manager ("KAM")	$4,745				$4,745
Efficiency: Equipment Replacement Incentive (part of the C&I program schedule)					
Demand Response 3	$1,557				$1,557
Home Assistance Program					
Home Assistance Program	$7,000		$1,974		$8,974
Pre 2011 Programs					
Electricity Retrofit Incentive Program					
High Performance New Construction					
Toronto Comprehensive					
Multifamily Energy Efficiency Rebates					
Data Centre Incentive Program					
EnWin Green Suites					
Initiatives Not In Market					
Midstream Electronics					
Midstream Pool Equipment					
Demand Service Space Cooling					
Demand Response 1 (Commercial)					
Demand Response 1 (Industrial)					
Home Energy Audit Tool					
TOTAL Province-wide CDM PROGRAMS	**$240,666**	**$19,800**	**$424,096**	**$10,224**	**$694,786**

Table 4: Cumulative Spending (2011-2014)

Initiative	Program Administration Budget (PAB)	Participant Based Funding (PBF)	Participant Incentives (PI)	Capability Building Funding (CBF)	TOTAL
Consumer Program					
Appliance Retirement	$16,136				$16,136
Appliance Exchange	$16,086				$16,086
HVAC Incentives	$16,136				$16,136
Conservation Instant Coupon Booklet	$40,814				$40,814
Bi-Annual Retailer Event	$32,639				$32,639
Retailer Co-op	$9,675				$9,675
Residential Demand Response	$15,486				$15,486
New Construction Program	$15,886		$500		$16,386
Business Program					
Efficiency: Equipment Replacement	$211,079		$245,561		$456,640
Direct Installed Lighting	$72,750	$36,025	$128,873		$237,648
Existing Building Commissioning Incentive	$9,416				$9,416
New Construction and Major Renovation Initiative	$9,916				$9,916
Energy Audit	$15,761				$15,761
Small Commercial Demand Response (part of the Residential program schedule)					
Demand Response 3 (part of the Industrial program schedule)					
Industrial Program					
Process & System Upgrades					
a) preliminary engineering study	$2,133				$2,133
b) detailed engineering study	$2,708		$50,000		$52,708
c) program incentive	$2,421				$2,421
Monitoring & Targeting	$1,8446				$1,8446
Energy Manager	$17,071		$72,000	$10,224	$99,295
Key Account Manager (“KAM”)	$10,044				$10,044
Efficiency: Equipment Replacement					

Initiative	Program Administration Budget (PAB)	Participant Based Funding (PBF)	Participant Incentives (PI)	Capability Building Funding (CBF)	TOTAL
Incentive (part of the C&I program schedule)					
Demand Response 3	$3,513				$3,513
Home Assistance Program					
Home Assistance Program	$13,000		$1,974		$14,974
Pre 2011 Programs					
Electricity Retrofit Incentive Program			$62,380		$62,380
High Performance New Construction					
Toronto Comprehensive					
Multifamily Energy Efficiency Rebates					
Data Centre Incentive Program					
EnWin Green Suites					
Initiatives Not In Market					
Midstream Electronics					
Midstream Pool Equipment					
Demand Service Space Cooling	$5,121				$5,121
Demand Response 1 (Commercial)					
Demand Response 1 (Industrial)					
Home Energy Audit Tool					
TOTAL Province-wide CDM PROGRAMS	**$556,237**	**$36,025**	**$561,288**	**$10,224**	**$1,163,774**

5 Combined CDM Reporting Elements

5.1 Progress towards CDM Targets

ETPL is well on track to meet or exceed its Net Energy Savings target by the end of the 2011-2014 CDM Initiative. ETPL is hopeful that it will be able to achieve its Net Peak Demand Savings target by the end of 2014, however, as discussed in further detail in Section 3.2.3.1, significant program approval delays have put this target in jeopardy.

As discussed in further detail in Section 4 of this report, the 2012 savings identified in tables 5 and six below are not a true reflection of ETPL's actual savings for 2012 due to erroneous omissions to program results that were made by the OPA in its Final 2012 Report to ETPL that have since been rectified and will be retroactively included in the Final 2013 report. ETPL expects that the retroactive change will have the effect of bringing ETPL closer to achieving 92% of its Net Energy Savings target and 20% of its Net Peak Demand Savings in 2012.

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

Implementation Period	Annual (MW)			
	2011	2012	2013	2014
2011 – Verified by OPA	0.3	0.3	0.3	0.3
2012 – Verified by OPA		0.6	0.5	0.5
2013				
2014				
Verified Net Annual Peak Demand Savings in 2014:				**0.8**
Erie Thames Powerlines 2014 Annual CDM Capacity Target:				**5.2**
Verified Portion of Peak Demand Savings Target Achieved (%):				**14.5%**

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	1.1	1.1	1.1	1.0	4.3
2012 – Verified by OPA		3.2	3.1	3.1	9.6
2013					
2014					
Verified Net Cumulative Energy Savings 2011-2014:					**13.9**
Erie Thames Powerlines 2011-2014 Cumulative CDM Energy Target:					**23.0**
Verified Portion of Cumulative Energy Target Achieved (%):					**60.7**

5.2 Variance from Strategy

ETPL did not deviate from its original strategy in 2012, continuing with a similar marketing strategy for programs that was employed in 2011. As discussed below in Section 5.3, ETPL will be altering its strategy for 2014 to take a more grass-roots approach and working more closely with municipal leaders to develop a culture of conservation within the communities ETPL serves.

5.3 Outlook to 2014 and Strategy Modifications

ETPL's goals, beginning in 2014, are to become the face of energy conservation within its service territory and beyond and transform from a delivery agent of the OPA's conservation programs to an innovator and leader in conservation. ETPL wants to be the place its municipalities, business owners and residential customers turn to for energy conservation programs, ideas, partnerships and engagement.

Up to this point, ETPL focused its efforts on building a culture of conservation within its communities through a strategy of community engagement and offering its customers the OPA Contracted Province-Wide Programs. ETPL recognizes that participation in consumer programs, with the exception of the Peaksaver Plus program (which ETPL will launch in 2013/2014), has likely already piqued and demand for them will continue to fall through 2013 and 2014. Therefore, ETPL must shift its strategy if it wants to keep conservation on the minds of its customers. While ETPL believes that the business and industrial programs will continue to provide positive results into 2014, they could benefit in the future through the development of new and innovative Board-Approved Programs, such as those recently introduced by PowerStream Inc.

ETPL's strategy going forward is one that will put it in the best position to meet the above-stated goals and includes the following elements:

- Development and launch of Tier 2 and Tier 3 Board-Approved Programs that target and meet the unique needs of ETPL's residential customers. ETPL is currently partnering with another LDC to launch a Tier 2 program in 2014 and is in discussions with a third party on the development of a Tier 3 program that would also launch in 2014.
- Continue to explore ways to collaborate with other LDCs and channel partners.
- Ensure CDM efforts are dovetailed with smart grid planning to ensure consistency and efficiency in these efforts.
- Building on the success of the energy committee established in partnership with the municipality Southwest Oxford to establish energy committees with all of the municipalities ETPL serves. The energy committees will work with each municipality on conducting energy audits to ensure that they have successful business plans in place to meet the requirements of the Green Energy Act. The committees will also identify opportunities, working in partnership with local businesses and builders, to take advantage of incentives under the High Performance New Construction initiative.

- Increased personal engagement with local business owners and channel partners to assist them in identifying energy conservation opportunities and incentives.
- Educating youth and working closely with post-secondary educational institutions to identify opportunities and assist in the development and training of skilled workers in the field of conservation.
- Developing sustainability expertise that can be shared with others in ETPL's community through introducing a sustainability plan within ETPL's business operations and promoting a sustainable lifestyle to ETPL's employees.
- Expanding ETPL's outreach to business owners on the benefits of outdoor LED-lighting to achieve significant energy savings.
- Explore additional funding for CDM efforts.

6.0 Conclusion

Over the course of 2012, ETPL) achieved 0.8 MW in peak demand savings and 13.9 GWh in energy savings, which represents 16.2% and 60.7% of ETPL's 2014 target, respectively. These results are representative of a considerable effort expended by LDC Name, 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 relationships built within the 2011-2014 CDM program term will aid results in a subsequent CDM term.

However, despite continuing improvements to existing programs ETPL faces challenges in the remaining years of the current CDM framework. With the current slate of available OPA Programs, and the current forecast of implementation and projected savings, ETPL expects to meet or exceed its 21.9 GWh net cumulative energy savings target but will struggle to meet its 5.2 MW 2014 net peak demand savings target given constraints and issues beyond ETPL's control as outlined in this report. Therefore, ETPL expects a shortfall in meeting its MW target in 2014 net peak demand savings by the end of 2014.

Looking ahead there is limited opportunity to make valuable changes to the current OPA program portfolios and have these changes reflected in LDC 2014 results. However, ETPL is excited to be embarking on a renewed strategy for achieving conservation success beginning in 2014 that will see the launch customized programs for its customers through Board-Approved Programs, personalized engagement with municipalities, businesses and customers and the launch of Peaksaver Plus. ETPL recognizes that conservation does not stop at the end of its service territory, so it is looking forward to working closely with LDCs and other partners in the area to deliver innovative programs and a consistent message of conservation across the region.

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 is available:

- SaveONenergy website https://saveonenergy.ca/Consumer/Programs/Appliance-Retirement.aspx

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.

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 is available:

- SaveONenergy website https://saveonenergy.ca/Consumer.aspx

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 is available:

- SaveONenergy website https://saveonenergy.ca/Consumer.aspx

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 Flourescent 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 is available:

- SaveONenergy website https://saveonenergy.ca/Consumer.aspx

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 is available:

- SaveONenergy website https://saveonenergy.ca/Consumer.aspx

In Market Date: March 2011

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.

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 is available:

- SaveONenergy website https://saveonenergy.ca/Consumer.aspx

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*: In* ***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 is available:

- SaveONenergy website https://saveonenergy.ca/Consumer.aspx

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 is available:

- SaveONenergy website https://saveonenergy.ca/Business/Program-Overviews/Retrofit-for-Commercial.aspx

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/LDC-designated representative.

Additional detail is available:

- SaveONenergy website https://saveonenergy.ca/Business.aspx

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 is available:

- SaveONenergy website https://saveonenergy.ca/Business/Program-Overviews/Existing-Building-Commissioning.aspx

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 is available:

- SaveONenergy website https://saveonenergy.ca/Business/Program-Overviews/New-Construction.aspx

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 is available:

- SaveONenergy website https://saveonenergy.ca/Business/Program-Overviews/Audit-Funding.aspx

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 is available:

- SaveONenergy website https://saveonenergy.ca/Business.aspx

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 is available:

- SaveONenergy website https://saveonenergy.ca/Business.aspx

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 is available:

- SaveONenergy website https://saveonenergy.ca/Business.aspx

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 PSUI.

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

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). OPA provides administration including settlement, measurement and verification, and dispatch. LDCs are responsible for local customer outreach and marketing efforts.

Additional detail is available:

- SaveONenergy website https://saveonenergy.ca/Business.aspx

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 Initiative

HOME ASSISTANCE PROGRAM

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.

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)