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June 2, 2015

Ontario Energy Board  
2300 Yonge Street  
Suite 2700  
Toronto, ON M4P 1E4

Attention: Kirsten Walli, Board Secretary

Dear Ms. Walli:

**Re: LIEN Interrogatories - Board File No. EB-2015-0029 - Union Gas DSM Plan**

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Pursuant to Procedural Order No. 1 issued on May 12, 2015, we enclose the Interrogatories of the Low Income Energy Network to Union Gas in the EB-2015-0029 proceeding.

Yours truly,

Matt Gardner

Encl.

Document #: 857128

**LIEN Interrogatories on Union Gas 2015-2020 DSM Plan**  
**EB-2015-0029**  
**June 2, 2015**

1. Regarding Union Gas's low-income customer base, please indicate:
  - a) The total number of social housing units by single family, and social and assisted multi-family in Union North and Union South. Of these, please indicate how many units and by % have participated in Home Weatherization Offering or Multi-Family Offerings, as appropriate, in each of the last 4 years (2011, 2012, 2013, 2014) and the cumulative total.
  - b) The total number of private low-income single family homes that have participated and by % of the total number of low-income single family homes in each of the last 4 years (2011, 2012, 2013, 2014) in Union North and Union South, and the cumulative total.
  - c) The total number of low-income market rate multi-family buildings in Union North, and in Union South, and the total in Ontario.
2. Regarding on-bill financing, Exhibit A. Tab 1. Appendix B, p. 1, footnote 2:
  - a) Please provide the research/report referenced: On-bill Financing for DSM Programs: Research Insights and Findings.
  - b) When was this research carried out?
3. Regarding DSM and Infrastructure Planning Study, Exhibit A. Tab 1, Appendix D:
  - a) Does Union intend to involve stakeholders in the development of the final scope of the study?
  - b) When does Union intend to initiate the study?
4. Regarding Audit Committee and Terms of Reference, Exhibit A. Tab 2, Appendix D, pages 14-15, please clarify:
  - a) Whether Union is proposing two or three intervenor members to sit on the AC
  - b) Whether Union is proposing that each member of the DSM Consultative vote for 2, or vote for 3, of these members
  - c) Whether it will be the Board Representative Chair of the AC who will select the CPSV firms based on an AC recommendation, or whether the selection will be done by the Auditor
5. Regarding the Low-Income Program for 2016-2020, Exhibit A. Tab 3, Appendix A, the Furnace End-of-Life Offering, and that low-income consumers often must use financing instruments when replacing a furnace at the end of life:
  - a) Will Union be including the on-bill financing information as part of the Furnace-End-of-Life Offering?
  - b) Will Union staff or its delivery agent(s) be acting as the trusted advisor to the customer regarding financing options for furnace replacement?

- c) Has Union explored what other types of financial/technical assistance are available to its low-income customers for the purchase of natural gas furnaces? If so, what type of assistance is available, and where; and how does Union intend to leverage this assistance in the Furnace-End-of-Life program offering?
  - d) Has Union considered an end-of-life offering for its low-income customers for natural gas water heaters? If so, what did the analysis show? If not, why not?
6. Regarding the Low-Income Program for 2016-2020, Exhibit A. Tab 3, Appendix A, the Home Weatherization Offering (including the offering as part of the Aboriginal Offering and the Multi-family Offering):
    - a) Why is Union leaving behind kitchen and bathroom aerators instead of including them as part of the direct install?
    - b) What would be the incremental cost of including these as part of the direct install in each year of 2016-2020, if the customer would like these to be installed? What would the total low-income program budget be in each of 2016-2020 if these incremental costs were included?
    - c) If the kitchen and bathroom aerators were included as part of the direct install, what would the Low-Income Program TRC and PAC be in each year of 2016 to 2020? What would the total residential rate impact be if this additional cost were added? How do these results compare to the Low-Income program TRC and PAC with the measures as leave behinds?
  7. Regarding the Low-Income Program for 2016-2020, Exhibit A. Tab 3, Appendix A, the Home Weatherization Offering, and Union's indication that it will assess and provide agencies with the support they require to promote the Home Weatherization Offering, please describe the types of assistance that social service agencies are requesting from Union. In particular, please describe any requests for financial assistance and how Union intends to address these.
  8. Regarding the Low-Income Program for 2016-2020, Exhibit A. Tab 3, Appendix A, the Home Weatherization Offering, please:
    - a) Provide two examples of the types of issues Union confronts regarding health and safety in the home that prevent Union from being able to implement basic measures or deeper weatherization measures, and what guidance Union provides to these customers to address them.
    - b) What percentage of low-income single family homes are prevented from participation in the Home Weatherization Offering due to health and safety concerns?
  9. Regarding the Low-Income Program for 2016-2020, Exhibit A. Tab 3, Appendix A, Multi-family offering for low-income market rate participants:
    - a) Please explain the benefits that low-income tenants will receive through this program offering.

- b) Please explain what steps Union will take to ensure that the low-income tenants do not receive a rent increase as a result of the retrofit incentives provided by Union Gas.
- 10.** Regarding the Low-Income Program for 2016-2020, Exhibit A Tab 3, Appendix A, Table 28, please explain why:
- a) Union has assumed that the Furnace-End of-Life Participation will decline in each of 2019 and 2020.
  - b) Union has assumed that the Social and Assisted Housing Participation will decline dramatically in 2019 and 2020 relative to 2018.