

**ONTARIO ENERGY BOARD**

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

**AND IN THE MATTER OF** an application by Enbridge Gas Inc. for an  
Order or Orders approving the balances and clearance of certain non-  
commodity 2020 Demand Side Management Deferral and Variance  
Accounts into rates, within the next available QRAM.

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**Enbridge Gas 2020 DSM Deferral and Variance Accounts Disposition**

**Energy Probe Interrogatories**

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**March 17, 2022**

## Energy Probe Interrogatories

### Energy Probe 1

#### Refs: DNV 2020 Evaluation Report

- Table 11-21 EGD Count of individual measures; Table 11-21 Union Count of individual measures
- Appendix N Table 11-154. Enbridge 2020 approved and spent budget\* Table 11-155. Union 2020 approved and spent budget\*

**Preamble:** Energy Probe wishes to understand better the impact of the Pandemic on the delivery of, and budget for the Residential Program in 2020.

- a) Please confirm the 2019 and 2020 Residential Program (Home Energy Conservation and Adaptive Thermostats) Budgets and actuals and DSMVA amounts.
- b) Please complete the following Table for each Rate Zone

Measure	2019 # Installed		2020# Installed		Difference		Comments
	Homes	Measures	Homes	Measures	Homes	Measures	
Adaptive Thermostats							
Attic Insulation							
Air sealing							
Basement Insulation							
Exterior Wall Insulation							
Furnace Boiler Upgrade							

- c) Please provide the budget plan and actual and DSMVA estimates for the Residential Program for each rate zone for 2021
- d) Please discuss if the pandemic has/has not reduced residential DSM achievement in 2020 and 2021, What is the future outlook for customers adopting *EGI-delivered* DSM measures. Take the Federal Greener Homes Canada Program into consideration in your answer.
- e) Why is EGI proposing a Single Measure in the updated Home Energy Program. Does this include Furnace upgrade or adaptive thermostat only or furnace or AT plus one or more other measures. Please provide answer considering potential participation rates.

## Energy Probe 2

**Refs: DNV 2020 Verification Report Residential Sector: Table 11-168 PAC Results; Table 11-172 TRC+ Results**

Preamble: Energy Probe wishes to compare the 2020 PAC and TRC to 2019 and the 2012-2019 Averages for both rate zones.

- a) Please provide the similar 2019 PAC and TRC+ results for Residential Adaptive Thermostats and for Residential Home Energy Programs
- b) Please provide the similar 2012-2019 average PAC and TRC+ results for Residential Adaptive Thermostats and for Residential Home Energy Program.
- c) Please provide the annual net savings m<sup>3</sup> and the program level general admin costs in dollars and as % of net savings for 2012 -2020
- d) Please discuss the trend in admin costs as a % of net savings.

## Energy Probe 3

Ref.: Exhibit A Tab 4 Schedule 1

Preamble: The Budget Underspend in the EGD and Union Rate Zones is different

- a) Please confirm the underspend in the Union Gas 2020 Budget is larger than the EGD 2020 DSM budget
- b) Please provide a breakdown of underspends for each rate zone and the contributory factors including Covid-19 and other factors.
- c) Based on the 2020 experience, did 2021 also exhibit similar underspends. And is this to continue in 2022? Please Discuss.

## Energy Probe 4

Refs.: Exhibit A Tab 4 Schedule 1 Pages 17-21 Tables 3.1-3.6: Pages tables

Preamble; Energy Probe requests DSM cost effectiveness metrics for the residential ratepayers of EGD and Union from 2007-2013 [period 1] and 2013-2020 [period 2]

- a) **For Rate 1** please provide in tabular format the following cost effectiveness metrics for each period
  - Total DSM costs allocated to Rate 1
  - Total DSM Savings (Assume programs)
  - Gross cost effectiveness \$/m<sup>3</sup>
  - Total Cost per customer

- Total Shareholder Incentive allocation (\$million)

b) For Rate M1 please provide in tabular format the following cost effectiveness metrics for each period

- Total DSM costs allocated to Rate M1
- Total DSM Savings (Assume programs)
- Gross cost effectiveness \$/m3
- Total Cost per customer
- Total Shareholder Incentive allocation (\$million)

### Energy Probe 5

Ref.: Exhibit A, Tab 4, Schedule 1, Page 32

**Preamble:** Some of the impacts from COVID-19 included the following:

- Offering was halted in March 2020, due to the pandemic and local health restrictions which limited the ability for EA's to enter customer homes.
- The development and deployment of a Risk Management Plan to proactively mitigate the impacts of the pandemic and to develop a plan to help sustain achievement for 2021.
- The development of processes and procedures to help protect Energy Advisors (and associated Service Organizations and Delivery Agents) and homeowners to prevent the spread of COVID-19.
- Shared communications with SOs prior to restarting the program on June 15, 2020. While the restart process was smooth, some homeowners demonstrated hesitation for in-person visits. Enbridge Gas continues to investigate the alternatives to the in-person audit (i.e. remote or virtual) through 2021 and beyond.

- a) Confirm this refers to residential program. If not indicate which programs.
- b) Please provide a summary of the EGI Covid-19 Risk Management Plan.
- c) Please summarize the impacts on residential customer participation rates in 2020 and 2021 from restrictions on in-person visits by SOs.
- d) Please provide an update on alternatives to in-person audits such as HOTCAN simulations. Are these being tested?
- e) How is EGI proceeding with pre and post audits in 2022? Please discuss.