

Ontario Energy Board
P.O. Box 2319
27th. Floor
2300 Yonge Street
Toronto ON M4P 1E4
Telephone: 416- 481-1967
Facsimile: 416- 440-7656
Toll free: 1-888-632-6273

Commission de l'énergie de l'Ontario
C.P. 2319
27e étage
2300, rue Yonge
Toronto ON M4P 1E4
Téléphone: 416- 481-1967
Télécopieur: 416- 440-7656
Numéro sans frais: 1-888-632-6273



BY E-MAIL

March 29, 2022

Nancy Marconi
Registrar
Ontario Energy Board
2300 Yonge Street, 27th Floor
Toronto, ON M4P 1E4

Dear Ms. Marconi:

**Re: Ontario Energy Board (OEB) Staff Compendium - REVISED
Enbridge Gas Inc. (EGI) – 2022-2027 Natural Gas Demand Side Management
(DSM) Plan and Framework
OEB File Number: EB-2021-0002**

Please find attached a revised compendium of OEB Staff for EGI Panel 2 in the Oral Hearing. Additional reference documents have been added from pages 10-14 in this compendium.

Yours truly,

Josh Wasylyk
Senior Advisor – Application Policy & Conservation

cc: All parties in EB-2021-0002

Enbridge Gas Inc.
2022-2027 Natural Gas Demand Side Management Framework and Plan
Application
EB-2021-0002

REVISED

Compendium of OEB Staff
For Enbridge Hearing Panels

FILED: March 29, 2022

Metrics and Targets

5. Table 4 provides the proposed metrics and targets for 2013 and 2014. The previously approved metrics and targets for 2012 are included for reference.

Table 4

		<u>2012</u>	<u>2013</u>	<u>2014</u>
Millions of Cumulative m ³				
Low Income	Part 9 buildings	17	23.1	23.6
	Part 3 buildings	45	60	64.2
	Total Low Income	62	83.1	87.8
Resource Acquisition		820.4	972.6	992.1
<u>Other Metrics</u>				
Low Income	Percent of part 3 participants enrolled in Run it Right	N/A	40%	40%
Resource Acquisition	Residential Deep Savings	160 homes	732 homes	747 homes
Market Transformation	DrainWater	4,000 units	3,750 units	N/A
	Residential Savings by Design	11 new builders	14 new builders	16 new builders
		N/A	900 units	1000 units
	Commercial Savings by Design	8 builders enrolled	8 new developments enrolled	12 new developments enrolled
	Home Labelling	commitments from realtors with 5,000+ home listings	commitments from realtors with 5,000+ home listings	commitments from realtors with 5,000+ home listings
		N/A	500 ratings	1500 ratings

Witnesses: P. Goldman
A. Mandyam
J. Paris
E. Reimer
R. Sigurdson
J. Tideman

Table 1: 2020 Goal and Annual Budgets and CCM Targets

Year	Budget (\$ millions)	Cumulative Cubic Metres
2015	\$37,722,230	774,359,281
2016	\$63,535,727	1,001,743,852
2017	\$73,826,882	1,083,061,000
2018	\$79,680,131	1,147,902,770
2019	\$81,273,733	1,165,771,091
2020	\$82,899,208	1,182,290,348
2020 Natural Gas Savings Goal (m ³)		6,355,128,342

4. To establish context and orders of magnitude, a 2020 Goal of natural gas reductions through the Company's Multi-Year DSM efforts of 6.36 billion m³ is the equivalent of removing nearly 2.6 million homes from the natural gas system for an entire year¹. Likewise if translated into carbon emission reductions, the Company's 2020 Goal is the equivalent of reducing carbon emissions by 12 million tonnes², which translates to the removal of nearly 2.4 million cars from Ontario roads for a full year.³ These carbon emission reductions will likely be of great assistance to the Province in pursuit of its greenhouse gas emission goals.
5. Of the total 2020 Goal, 774 million m³ are derived from 2015. As a result of efforts from 2016 through 2020, 3,053 million m³ will be contributed by large commercial and industrial customers in continuation of Enbridge's historical success working within this market segment to reduce consumption. A further 883 million m³ will be

¹ Assumes each home uses 2,400 m³ per year. This is the typical annual usage Enbridge reports for its Rate 1 residential customers.

² Assumes that each m³ of natural gas consumed results in 1.89kg of carbon equivalent emissions, as per *Guideline for Greenhouse Gas Emissions Reporting* (as set out under Ontario Regulation 452/09 under the Environmental Protection Act), Appendix 10; ON.20, General Stationary Combustion, Calculation Methodology 1, Ontario Ministry of the Environment, December 2009, PIBS# 7308e.

³ Assumes that the average automobile emits 5.1 tonnes of carbon equivalent emissions in a given year.

target by calculating the previous year's savings total per dollar (m3/\$) and multiplying that amount, or yield, by the budget for the year in question. This type of adjustment mechanism self-corrects future year targets relative to prior year results.

Comment

Intervenors generally rejected Union's adjustment mechanism and preferred firm target numbers for each year. LPMA supported a modified adjustment mechanism that would increase the 2% annual productivity stretch factor to 4% and expand it to include the Home Reno Rebate program. LPMA similarly suggested that adjustment mechanisms for other targets need to be more challenging.

SEC suggested that an annual target adjustment should not be accepted by the OEB unless it is an asymmetrical adjustment that increases targets to reflect higher actual performance, but not decrease targets. SEC indicated that this asymmetrical adjustment would establish a minimum level of expectations.

Decision

The OEB approves an adjustment mechanism where the utilities will adjust target metric for 2017 to 2020 based on actual performance adjusted for the annual level of spending. The OEB approves Union's 2017 to 2020 cost-effectiveness adjustment mechanism with minor changes. The OEB directs Enbridge to implement the adjustment formulas described below for its target metrics. The OEB will reassess the formulaic adjustment mechanisms at the mid-term review.

Setting firm targets for the 2016 to 2020 period is particularly challenging given the dramatic increase in program funding and the introduction of new programs. Several intervenors expressed concern that the targets were not sufficiently aggressive. The potential for integration with electricity distributor conservation programs, the introduction of the Cap and Trade program in Ontario, and potentially increasing energy prices make it difficult to forecast customer adoption rates of the proposed DSM programs. Both utilities expressed concern regarding the development of longer-term targets.

For these reasons, the OEB supports the use of an adjustment mechanism to revise the targets continually for the 2017 to 2020 period relative to results. To promote continued efficiency in program delivery, the OEB agrees that there be a 2% productivity improvement factor added to both lifetime natural gas savings and participant targets over time for the Resource Acquisition and Low-income programs for both utilities. The formula for adjusting the target is:

Union - Scorecard Metrics, Targets & Budgets						
	Units	2012-2014	2015	2016		
		Average Acutal Target Achievement	Target (Proposed)	Utility-Proposed Targets	Utility-proposed Targets adjusted to OEB Program Decisions	OEB Approved Targets (10% increase from Utility-Proposed adjusted for OEB Program Decisions)
Resource Acquisition						
Cumulative Natural Gas Savings	CCM (millions)	923.2	816.6	1109.6	1104.3	1214.1
Home Reno Rebate Participants	Homes	424	1245	3000	3000	3300
Budget including program overheads		\$15,585,333	\$14,022,000	\$30,825,000		\$27,927,833
Low-income						
Single Family Cumulative Natural Gas Savings	CCM (millions)	40.1	26	34.4	34.4	37.8
Social & Assisted Multi-Family Cumulative Natural Gas	CCM (millions)	16.2	17.6	14.7	14.7	16.2
Market Rate Multi-Family Cumulative Natural Gas	CCM (millions)	N/A	N/A	2.4	2.4	2.6
Budget including program overheads		\$8,091,333	\$6,839,000	\$11,349,000		\$11,407,470
Large Volume						
T2/R100 Cumulative Natural Gas Savings	CCM (millions)	1316.6	1545.1	N/A	N/A	Section 5.29
Budget including program overheads		\$4,420,339	\$4,534,000	\$809,000		\$4,000,000
Market Transformation						
Optimum Home - Homes Built	Percentage of builders' Homes built to >20% above 2012 OBC	14%	29.73%	2015 Actuals + 20%	2015 Actuals + 20%	2015 Actuals + 20%
Commercial New Construction	New Developments	N/A	N/A	N/A	N/A	8
Budget including program overheads		\$1,104,000	\$1,379,000	\$1,042,000		\$1,703,070
Performance-Based						
RunSmart	Participants	N/A	Not Available	25	25	28
	Savings (%)*	N/A	Not Available	[2017 target] 10%	[2017 target] 10%	2017 target = 10%
Strategic Energy Management (SEM)	Participants	N/A	Not Offered	3	3	3
	Savings (%)**	N/A	Not Offered	[2018 target] 5%	[2018 target] 5%	2018 target = 5%
Budget including program overheads		N/A	N/A	\$548,000		\$548,000

Notes:

All targets shown are 100% targets.

* RunSmart Savings (%) metric runs 2017-2020, ** SEM metric is in the scorecard from 2018-2020

Some metrics are only used starting in 2017 or 2018. In this case, the target for 2017 or 2018 is shown.

2012-2014 budget figures are average annual budgets over the 2012 to 2014 period

For the Resource Acquisition CCM metric, the updated value from the 2014 Annual Report was used.

All program budgets excluded portfolio-level costs including Research, Evaluation, and Administration.

2015-2016 market transformation metric was not used before 2014 because the program was in the start-up stages in 2012-2013.

RunSmart was a program in 2012-2014 counted but the program did not have its own metric.

2016 budget amounts include program-level overheads but do not include portfolio-level overheads.

Utility-proposed targets include the impact of OEB-approved changes to budgets (such as canceling, adding, or augmenting a program's budget), see the program section and appendices for more details on these changes.

References:

2015 program budgets from EB-2015-0029, Exhibit A, Tab 2, p. 7.

2015 low-income targets from EB-2015-0029, Exhibit A, Tab 2, p. 18.

9.4 2017-2020 Targets

Both gas utilities characterized their development of the proposed targets as a detailed bottom-up exercise reflecting their experience and based on the program activities over the planning period. Enbridge provided targets for each year of the DSM term while Union proposed an adjustment mechanism similar to what was used historically. Union's proposed cost-effectiveness adjustment mechanism determines an annual

incentive designated to that scorecard will be awarded for a weighted scorecard performance of 100% on that scorecard. Where more than one metric is defined on a given scorecard, the minimum achievement for each individual metric will be 0% and the maximum achievement will be 200%.

5.2 Target Adjustment Mechanism

Enbridge Gas was directed through the OEB's Decision on the 2015-2020 DSM Plans²⁴ to apply a Target Adjustment Mechanism ("TAM") to establish subsequent targets for scorecard metrics based a previous year's audited metric achievement and spend. Enbridge Gas will continue to employ a TAM to establish metric targets for years subsequent to the metric targets approved for the first year of a multi-year plan.

The formula for the TAM is:

Year 2 100% Metric Target =

$(\text{Year 1 Performance}^{(i)} \div \text{Year 1 Spend}^{(ii)}) \times \text{Year 2 Budget}^{(iii)} \times (\text{productivity factor} \times \text{inflation adjustment})$

- (i) Performance is the audited metric achievement in the given year. For natural gas savings (m³) metrics, the formula utilizes the LRAM natural gas savings achievement that calculates savings using best-available assumptions.
- (ii) Spend is the spend attributable to the respective metric excluding overheads.
- (iii) Budget is the approved next year budget (escalated for inflation) attributable to the respective metric excluding overheads.

A productivity factor of 2% will factor into TAM in the continued pursuit of efficiencies.

An inflation adjustment will recognize that the value of incentives and other program costs should be stated in real terms.

By way of illustration: if the utility's 2023 verified net annual gas savings achievement for a given metric is 15 million m³ with an audited spend of

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²⁴ EB-2015-0029 / EB-2015-0049, OEB Decision and Order (January 20, 2016), p. 68.

strategy to propose appropriate annual natural gas savings targets and other performance metrics for the OEB's consideration.

Enbridge Gas will specify metrics to drive results based on the objectives of a given DSM program offering with consideration for budget parameters established for the DSM portfolio. It is anticipated that net annual natural gas savings targets (m³), will be set for most resource acquisition type program offerings. The annual savings targets proposed will be informed by the following: an updated analysis of the level of natural gas energy efficiency potential available in Ontario; market opportunities; past DSM program experience; new innovations; and, industry capacity to deliver DSM program offerings.

In most cases, targets will be set for the first year of the multi-year plan and be determined in subsequent years by a Target Adjustment Mechanism ("TAM") detailed further in section 5.2. In some cases, DSM program offerings may be "multi-year" in nature, such that activities and participant involvement may span more than one year and may include a progression of related activities or an initial ramp-up in the first year(s). The annual targets for these program offerings should reflect the relative activities year to year and consideration should be given as to whether different metrics and targets are appropriate to reflect the objective during the ramp-up period and as the program offering evolves. In these cases, Enbridge Gas will specify metrics and propose targets for each year of the multi-year plan and the TAM will not apply to these metrics.

Enbridge Gas will propose targets for metrics specified across defined scorecards.

Three levels of achievement will be established for each individual metric on a given scorecard: one at 50%, 100% and 150%. To achieve the maximum shareholder incentive designated for achievement on each scorecard, Enbridge Gas will be required to meet the maximum score of 150% on the respective scorecard. No shareholder incentive will be paid on a given scorecard for achieving a scorecard weighted result of less than 50%. For a given scorecard, one-half (50%) of the maximum shareholder

incentive designated to that scorecard will be awarded for a weighted scorecard performance of 100% on that scorecard. Where more than one metric is defined on a given scorecard, the minimum achievement for each individual metric will be 0% and the maximum achievement will be 200%.

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$(\text{Year 1 Performance}^{(i)} \div \text{Year 1 Spend}^{(ii)}) \times \text{Year 2 Budget}^{(iii)} \times (\text{productivity factor} \times \text{inflation adjustment})$

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²⁴ EB-2015-0029 / EB-2015-0049, OEB Decision and Order (January 20, 2016), p. 68.

ENBRIDGE GAS INC.

Answer to Interrogatory from
School Energy Coalition (SEC)

Interrogatory

Issue 5

Reference:

Ex. C/1/1, p. 11

Question(s):

Please confirm that the Applicant proposed a 50% lower bound to earn a shareholder incentive in the last DSM Plan, and the Board rejected that proposal, instead implementing a 75% lower bound, i.e. no incentive unless the Applicant reaches 75% of target. What has changed since that time to warrant a change in the Board's decision?

Response:

The last DSM Plan had a 75% lower bound, however since the 2015-2020 DSM Framework was established in 2014 (seven years ago), there have been changes in government policy, updates to higher building codes, increasing efficiency of energy systems, evolution of energy efficiency baselines and evolving consideration of ratepayer funded DSM. In addition, the OEB has stated its continued support of a utility shareholder incentive. The DSM Letter provides that the "OEB expects that future performance be assessed relative to measurable, outcome-based metrics"¹ The OEB has also indicated the 2015-2020 DSM framework will end having provided updated objectives for DSM programming in its December 1, 2020 DSM Letter. Prior to issuing that letter, the OEB had initiated a consultation process to consider the future framework (which had included a review of the shareholder incentive approach) which it has now determined will be considered through this Application.

In response to the OEB direction, as well as feedback provided through the Mid-Term review and the Post-2020 DSM Framework consultation, Enbridge Gas has proposed a number of changes, reflecting a hybrid shareholder incentive approach across a number of scorecards, including separated Resource Acquisition type annual scorecards which tie distinct natural gas savings performance targets to each sector or program area. These annual scorecards have fixed weights intended to ensure continued focus on each of the key sectors and include performance metrics linearly interpolated around a 100% target, starting at 50% shareholder incentive through to a maximum earning opportunity at 150% performance.

¹ EB-2019-0003, OEB Letter Post-2020 Natural Gas Demand Side Management Framework (December 1, 2020), p. 5.

As discussed in the Section 3 – Targets, the gas utilities are expected to allocate the total shareholder incentive amount across their performance scorecard. The gas utilities should submit a weighted performance scorecard considering the following:

- a) Allocate the large majority of the maximum shareholder incentive amount to programs that will achieve significant lifetime natural gas savings;
- b) Allocate the total maximum shareholder incentive amount to various programs based on the budgeted amounts for each program; and,
- c) Allocate an appropriate portion of the maximum shareholder incentive amount (e.g., 10%) to the performance metrics that will encourage and achieve the Board's key priorities outlined in Section 6.1 of the framework²¹,

The gas utilities will be expected to propose a balanced scorecard allocation of the maximum performance incentive amount as part of their multi-year DSM plan applications for the Board and interested parties to review. Ultimately, the Board will approve the final scorecard weighting.

As discussed in Section 3 – Targets, three levels of achievement should be provided on the scorecard(s) for each metric: one at each 75%, 100% (target), and 150%. To encourage performance beyond the 100% target level, a pivot point should be introduced at the 100% level. More specifically, 40% of the maximum shareholder incentive available (or \$4.2 million) should be provided for performance achieving a scorecard weighted score of 100%, with the remaining 60% (or \$6.3 million) available for performance at 150% and for achievement of targets for priority programs.

The incentive amount should be capped at the scorecard weighted score of 150%. The maximum incentive amount allocated to each type of DSM program should equal the sum of the maximum incentive amounts available for achieving weighted scores of 150% or above on all the scorecards. Incentive amounts paid to the gas utilities should generally be allocated to rate classes in proportion to the amount actually spent on each rate class. However, the gas utilities are able to propose other allocation proposals to be considered by the Board that more appropriately address the particular program or metric included in the performance scorecard. These incentive amounts should be tracked in a deferral account as further described in Section 11.

²¹ The Board understands that some of these priorities may not directly results in significant natural gas savings; however, the Board is of the view that these programs help advance other program offerings and encourage a culture of conservation.

Smell Gas? (/safety/smell-gas) [Call 1-866-763-5427 \(tel:1-866-763-5427\)](tel:1-866-763-5427)

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Home Efficiency Rebate Terms and Conditions

Below is a summary of the Terms and Conditions. For the complete Terms and Conditions, ask your Registered Energy Advisor (a "REA") for a printed copy.

Enbridge Gas is proud to offer incentives up to \$5,000 to qualified participants. To qualify for any incentive, eligible participants must: (a) complete an initial (pre-retrofit) home energy audit (the "Initial Audit"); (b) install at least two (2) of the qualifying retrofit measures recommended based on the Initial Audit; three (3) if installing furnace and (c) complete a final (post-retrofit) home energy audit (the "Final Audit") by **December 31, 2022**. The Initial Audit and the Final Audit must be completed by an Enbridge Gas Registered Energy Advisor (REA) that has been selected by Enbridge Gas to deliver Natural Resources Canada EnerGuide® home energy evaluations and the same REA must conduct both the Initial and Final Audits. Upon completion of your initial audit, you have 120 days to complete your final home energy audit.

Participants must reside in the Enbridge Gas franchise service area (see [website \(/residential/rebates-energy-conservation\)](#) for details) **and must use a natural gas furnace or boiler as the primary source of space heating at the time of the Initial and Final Audits.** The program is only available for residential detached homes, row townhomes, semi-detached homes, and mobile homes (with a permanent foundation). Multi-residential buildings and condominiums are not eligible. No upgrades may be completed prior to the Initial Audit without the prior consent of Enbridge. Participants must have a valid Enbridge gas account. **Only one enrolment for incentives per Address is permitted in a calendar year.** The program may be subject to change or cancellation without notice at any time.

The REA may offer, or refer me to contractors that can offer, energy efficiency products and/or services, including Qualified Measures. I understand and acknowledge that the provision and installation of these products and/or services is unrelated to the incentives and I am under no obligation to proceed/purchase the products or services offered by any REA or REA-referred contractor. **Enbridge is not affiliated with nor does it endorse or recommend any products and/or services offered by any REA or REA referred contractor. Additionally, Enbridge does not make any warranty for the suitability and use of these products and or services, and it shall not be held responsible for any claim, damage, direct or indirect, special or consequential incurred by the use of the product and/or service offered by any REA or REA referred contractor.**

Participant Information Disclosure:

1. **"Participant Information"** means any information provided by me or my REA, including personal information and contact information, Initial and Final Audit information (including images taken in your home as part of any energy audit) and incentives received by me under the Energy Efficiency Rebates. Personal information on this form is collected by and under the authority of the Ontario Energy Board Act, 1998 (Ontario), for the purposes set out below. Questions about this collection by Enbridge Gas should be directed to the contact points set out on the reverse.
2. I authorize my **REA** to disclose my Participant Information to Enbridge Gas for the purposes of the incentives, and hereby consent to the collection, use, process and disclosure of the Participant Information by Enbridge Gas for the purposes of administering my participation in the Energy Efficiency Rebates. I understand that Enbridge Gas will disclose my Participant Information to the Ontario Energy Board for the purposes of the Ontario Energy Board fulfilling its legal obligations and reviewing Enbridge Gas' operations in relation to the Energy Efficiency Rebates; provided that such Participant Information will otherwise be held confidential except as required by law. Enbridge Gas may collect and use my personal information for the purposes of reporting on the Energy Efficiency Rebates, sending follow-up surveys, conducting studies, audits, evaluations, or other verifications related to the Energy Efficiency Rebates, and for other purposes lawfully permitted by privacy laws. In connection with my participation in the Energy Efficiency Rebates, I understand that Enbridge Gas may contact me directly for the above purposes. Further to this, I acknowledge that my Participant Information may be disclosed to third parties pursuant to applicable access to information legislation and/or other legal authority.

Receive your rebate cheque within 12 weeks

We'll also reimburse you \$600* for your energy assessments. This will be included in your final cheque.

Ready to get started?

Before you start any work, contact a registered energy advisor to complete a home energy assessment. You'll be reimbursed \$600 for this cost.

Find an energy advisor (/residential/rebates-energy-conservation/home-efficiency-rebate/registered-energy-advisors)

This program is delivered by registered energy advisors across Ontario

Registered energy advisors are authorized by Enbridge Gas. They will guide you through the program steps and complete your home energy assessments.

Frequently asked questions

Why is Enbridge Gas offering this program?

We offer a range of energy conservation programs that help Ontarians save energy and money. By helping you reduce energy use, we're not only doing our part in the fight against climate change, but helping to keep natural gas affordable for all with less wear-and-tear on our infrastructure.

Why do I need to complete two upgrades?

Your home works as a system. To improve its energy efficiency, it's important to understand that all parts work together and affect each other's performance. For example, without proper air sealing, even new insulation will let air escape.

Why do you work with a service organization to deliver this program?

We work with trusted service organizations across Ontario to deliver this program. Their representatives are professionally trained to work with you to complete the home energy assessments and are available every step of the way to answer any questions.

I need to replace my furnace right away—how soon can I book an assessment?

We understand that furnace replacements require immediate attention. Most of our service organizations offer next-day appointments to prioritize urgent energy assessments. As many service organizations work closely with contractors, we also recommend asking your HVAC contractor to directly refer you to a few registered energy advisors.

Do I need to hire a contractor to complete the work?

Some upgrades, such as air sealing, can be done quickly and easily with a little research and guidance. However, bigger upgrades, such as replacing a furnace, water heater or boiler must be done by a licensed HVAC contractor. Be sure to ask for credentials and check reviews when choosing a contractor.

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Are the registered energy advisors from Enbridge Gas?

While Enbridge Gas oversees the program and provides the rebates, we work with service organizations across Ontario to deliver this program in each region. These organizations conduct the home energy assessments and are there to lead you through every step of the program.

I've already started my renovation—can I still get rebates?

No, this program is designed to provide custom advice and recommendations on your upgrades, so you must complete an initial home energy assessment before starting any renovation work. Any upgrades that have been completed prior to the home energy assessment are not eligible to apply for the Home Efficiency Rebate.

Do I have to pay for the home energy assessment?

While customers are responsible for covering the upfront cost of the initial and final home energy assessments, \$600 will be reimbursed with your final rebate cheque if your initial energy assessment was completed on June 3, 2021 or later.

Can I participate in both the Home Efficiency Rebate and the Canada Greener Homes Grant?

Yes, homeowners can participate in both programs but cannot receive duplicate rebates for the same qualifying energy efficiency improvements and energy assessments. For further clarity, you cannot apply for rebates for the same home energy assessment costs, heating system, water heating system, insulation upgrades, air sealing or the same windows or doors. Rebate stacking is not permitted with the Home Efficiency Rebate. The Canada Greener Homes grant is a federal offer and is not associated with Enbridge Gas.

Can I get a rebate for upgrading my floor above crawl space if I've already insulated my crawl space wall?

It is not necessary to upgrade the floor above crawl space and crawl space wall insulation together, and won't provide you with a higher rebate. If the crawl space walls are insulated then they are assumed to be the edge of the building envelope, therefore the floor above crawl space is no longer eligible for a rebate as it is within the conditioned envelope of the crawl space wall. If the crawl space walls are not insulated however, then insulating the floor above crawl space would qualify for the rebate.

Does Enbridge Gas solicit participation for the Home Efficiency Rebate by calling or coming door-to-door?

Enbridge Gas does not solicit customers either door-to-door or over the phone for the Home Efficiency Rebate offer. [Registered Energy Advisors \(/residential/rebates-energy-conservation/home-efficiency-rebate/registered-energy-advisors\)](#) will only come to your door when an appointment has been initiated and booked by you for an energy assessment for the Home Efficiency Rebate.

For more information on [Consumer Protection \(/residential/rebates-energy-conservation/consumer-protection\)](#).

Is COVID-19 impacting the Home Efficiency Rebate program?

As of June 3, 2021, all in-home energy audits will be permitted in the home. Enbridge Gas continues to ensure that the health and safety of our employees, customers and business partners are our number one priority. We will continue to actively monitor the latest COVID-19 updates from public health and government officials and provide updates to our Registered Energy Advisors to ensure they follow the recommended guidelines. If the program is suspended again Enbridge Gas will follow the same process as before where your service organization will contact you to let you know the program is on hold until further notice and that you will be contacted for re-booking once the suspension has lifted. If you hear of the suspension prior to your service organization calling you, please call them to reschedule your audit at a later date. You can see the full program updates and notices on our [COVID-19 updates page \(/residential/rebates-energy-conservation/home-efficiency-rebate/covid-19-updates\)](#).

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Partnership Program Details



Agreed to in principle

- Single program with rebates aligned with the level of the Canada Greener Homes Grant
- Funding and attribution to be handled on the back-end between NRCan and Enbridge (seamless to participants)
- Enbridge will deliver the program to all of Ontario regardless of if participants are an existing Enbridge customer or not. NRCan is retaining accountability for the delivery of Indigenous on-reserve programming, and as such it is not in scope for this agreement. Cost sharing expected to provide some program administrative efficiencies over two independent programs being delivered
- Enbridge will build and host application intake and will provide regular reporting to the Federal Gov't as required
- Program will be offered until the earlier of Dec. 31, 2027 or funding streams are exhausted

Greener Homes Criteria**	HER Measure Criteria	Greener Homes Incentive	HER Incentive	CMHC Program***
Financing				
N/A				up to \$40,000
Energy Audits				
ENERGuide Pre & Post Evaluations		\$600		Unknown
Attic/Cathedral Insulation*				
N/A	Increase attic insulation from R-35 or less to at least R-60.		\$750	Unknown
Increase attic insulation to at least R50 from less than R12	N/A	\$1,800		
Increase attic insulation to at least R50 from R12 – R25	N/A	\$600		
Increase attic insulation to at least R50 from R25 - R35	N/A	\$250		
Increase cathedral/flat roof insulation to at least R-28 from R12 or less	N/A	\$600		
Increase cathedral/flat roof insulation to at least R-28 from R12 – R25	N/A	\$250		
Upgrade uninsulated cathedral ceiling/flat roof to at least R20	Increase insulation to a cathedral/flat roof by at least R-14.	\$600	\$650	
Upgrade cathedral ceiling/flat roof to at least R20 from R12 or less		\$600	\$600	
Exterior Wall Insulation*				
Add at > R20 to 100% of building		\$5,000	\$3,000	Unknown
Add insulation value of R12 – R20 to 100% of the building	Add at least R-9 to 100% of building to achieve a minimum of R-12.	\$3,800	\$1,750	
Add insulation value of R7.5 – R12 to 100% of the building	Add at least R-3.8 to 100% of building to achieve a minimum of R-12.	\$3,300	\$1,000	
Exposed Floor Insulation*				
Add at least R20, must insulate entire exposed floor area	N/A	\$350	\$0	Unknown
Basement Insulation*				
Seal and insulate at least 80% of basement header to add a min R-20	N/A	\$240	\$0	Unknown
Seal and insulate at least 50% of entire basement slab by a min R-3.5	N/A	\$400	\$0	
Add Insulation greater than R-22	Add at least R-23 to 100% of basement wall.	\$1,500	\$1,250	
Add insulation value of R-10 to R-22	Add at least R-12 to 100% of basement wall.	\$1,050	\$750	
Add insulation value greater than R23 to 100% of exterior crawl space wall area, including header	For adding at least R-23 to 100% of crawl space wall.	\$1,300	\$1,000	
Add insulation value of R10 – R22 to 100% of exterior crawl space wall area, including header	For adding at least R-12 - R22 to 100% of crawl space wall.	\$1,040	\$500	
Insulate 100% of the crawl space ceiling (preferably with minimum continuous insulation)	Add value greater than R-24 to 100% of crawlspace ceiling	\$800	\$1,000	
Furnace/Boiler				
N/A	For replacing a less than 96% AFUE natural gas furnace with a 96% AFUE or higher condensing natural gas furnace	\$0	\$250	Unknown
N/A	For replacing a less than 90% AFUE natural gas boiler with a 90% AFUE or higher condensing natural gas boiler.	\$0	\$1,000	
Space Heating Heat Pump**				
Install a Earth Energy Heat Pump – full system (geothermal system)	N/A	\$5,000	\$0	Unknown
Replace a Earth Energy Heat Pump unit – pump	N/A	\$3,000	\$0	
Air source heat pumps (ASHP)	N/A	\$2,500	\$0	
Cold Climate Heat Pumps (CCHP)	N/A	\$5,000	\$0	
Water Heating				
N/A	Install Energy Star natural gas 0.77 EF/0.80 UEF (tank) or 0.87 UEF (tankless) water heater	\$0	\$400	Unknown
Replace domestic water heater with an ENERGY STAR certified domestic hot water heat pump (DHW-HP)	N/A	\$1,000	\$0	
Windows & Doors				
Install ENERGY STAR® qualified window, door		\$85	\$40	Unknown
Install ENERGY STAR® Most Efficient qualified window, door	N/A	\$210		
Air Sealing				
Target		\$550	\$100	Unknown
Target + 10%		\$810	\$150	
Target + 20% or more		\$1,000		
Renewable Energy System				
Install solar panels (photovoltaic (PV) system) ≥ 1.0 kW	N/A	\$1,000 per kW	\$0	Unknown
Resiliency Measures (must be combined with another retrofit)				
Batteries connected to Photovoltaic systems	N/A	\$1,000	\$0	Unknown
Roofing Membrane	N/A	\$150	\$0	
Foundation water-proofing	N/A	\$875	\$0	
Moisture proofing crawl space floor, walls and headers	N/A	\$600	\$0	
Thermostat (must be combined with another retrofit for programmable thermostat)				
Replace a manual thermostat with a programmable thermostat	N/A	\$50	\$0	Unknown
Replace a manual thermostat with a smart / adaptive thermostat	N/A - included in Smart Home offering	\$50	\$0	
Multi Measure Bonus***				
N/A	3 Measures	\$0	\$150	Unknown
N/A	4 Measures	\$0	\$500	
N/A	5+ Measures	\$0	\$750	
N/A	Insulate 100% of basement	\$0	\$500	

* Rebates are pro-rated based on the percentage of total wall area upgraded—a minimum of 20% must be upgraded

**Full eligibility requirements found at <https://www.nrcan.gc.ca/energy-efficiency/homes/canada-greener-homes-grant/start-your-energy-efficient-retrofits/plan-document-and-complete-your-home-retrofits/eligible-grants-for-my-home-retrofit/23504#s2>

***Bonus's capped at a max of \$750

****Based on Fall 2020 Economic Statement