

2017

Report on Energy-Efficiency Activities



Table of Contents

**This report covers the period from
January 1, 2017 - December 31, 2017**

- 1** Message from the Vice President, Policy, Engagement and Innovation
- 2** Executive Summary
- 4** Delivering Value for Ontarians
 - 6** Program Progress
 - 8** Evaluating Program Effectiveness
- 9** Investing in Innovation
 - 9** IESO Conservation Fund
 - 10** LDC Innovation Fund
- 11** Connecting with Customers
- 13** Looking Ahead
- 14** Appendix: Province-Wide Programs and Local Programs

Message from the Vice President, Policy, Engagement and Innovation



The year 2017 was our best year yet, having achieved enough energy savings to power 200,000 homes for one year (1.8 terawatt-hours). At just under two cents per kilowatt-hour, energy efficiency remains to be the most cost-effective option for Ontario's power system, stacking up against other resources, new generation and infrastructure. It has become something we can count on; instead of building new generation, we can enable energy efficiency through programs that help customers manage their energy and save on costs.

The impact of energy efficiency is far-reaching. Residential customers can manage their household energy use at their fingertips, and businesses – big or small – can enhance productivity and competitiveness. Over 29 million energy efficient measures have been purchased and installed in 2017, helping Ontario's families manage their costs and increase the comfort and value of their homes. More than 21,000 Ontario businesses, from auto plants in Windsor and Oakville, to a coffee shop in Midland, have participated in a Save on Energy program since 2015. This has resulted in over 33,000 energy-efficiency projects that will help keep profit margins up for these companies, and deliver provincial system benefits year over year, well into the late 2020s.

Aside from the benefits to system adequacy and reliability, and cost savings for customers, energy efficiency empowers and invests in people. It is about more than equipment and systems – over 110 energy manager jobs have been created, deploying dedicated human resources to tackle energy management in their facilities. We are continuing to cultivate and encourage dialogue around energy efficiency, and 2017 showed the highest level of awareness to date with 85 per cent brand recognition of Save on Energy.

Ontario is also finding innovative ways of doing things better. Innovation can lead to new tools and insights that in turn lead to informed decision-making, new opportunities to participate in the sector, and better management of costs.

And Ontario is not slowing down. As of early summer 2018, a total of 5,268 gigawatt-hours of energy savings have been achieved since 2015, equivalent to powering over 570,000 homes for one year. The IESO looks forward to continuing to collaborate with stakeholders, communities and partners to shape the future of energy efficiency within the broader electricity system for all Ontarians.

Sincerely,

A handwritten signature in black ink, appearing to read "Terry Young". The signature is fluid and cursive.

Terry Young



Executive Summary

Energy efficiency remains the most cost-effective resource and key component in planning for the energy needs of the province. Recognized as a leader in North America for its commitment to energy efficiency, Ontario has leveraged its achievements to help mitigate capacity gaps, defer the need to build new infrastructure, and increase business competitiveness and home comfort.

A number of programs and incentives are contributing to energy and cost-saving opportunities for communities and businesses. From investing in innovative technologies and systems through the IESO Conservation Fund and LDC Innovation Fund, to working with customers, local distribution companies (LDCs), and delivery agents to make strategic energy-efficient decisions, Ontarians have demonstrated that continuous investment in energy efficiency is essential to cost-effectively planning for the short- and long-term energy needs of the province.

Customers look to the incentives offered through the suite of Save on Energy and other IESO-delivered programs, to help reduce energy costs, and improve the comfort, functionality or productivity of their homes and businesses. Energy-efficient programs cover all sectors and include incentives for projects and equipment that help homes and businesses upgrade to more energy-efficient products and ensure existing equipment is functioning efficiently. Business customers contributed to 812 GWh of energy savings for the province in 2017, while residential customers achieved 819 GWh in energy savings. Savings from some of these projects will persist to 2020 or longer, contributing to the longer-term energy needs of the province.

Energy efficiency plays an important role in the overall performance and management of the electricity system in Ontario. In addition to lowering electricity bills, energy efficiency can be used as a cost-effective resource to help offset changes in the demand for electricity on the bulk system, and at the regional, and local levels.

A number of factors including a growing population, nuclear refurbishments, and new energy-intensive industries contribute to challenges in planning electricity supply and demand. Together, targeted programs and sector innovation are proving energy efficiency as a flexible and dependable resource to help navigate these fluctuations.

Highlights

The IESO and LDCs achieved a record 1.8 TWh of energy savings in 2017, representing more than a 55 per cent increase over 2016 savings.

Energy efficiency remains Ontario's most cost-effective resource at 1.69 cents per kWh.

The IESO's transmission-connected customers achieved 101 GWh of energy savings through the Industrial Accelerator Program.

The commercial and institutional sector Retrofit Program achieved a total of 663 GWh energy savings predominantly through lighting projects.

The residential sector Coupon Programs and Deal Days achieved a total of 1,387 GWh energy savings primarily as a result of ENERGY STAR® rated LED lighting.

The Business Refrigeration Incentive Program contributed to over 1,000 projects through energy-efficient upgrades to existing equipment.

Through its Conservation Fund and LDC Innovation Fund, the IESO continues to promote the technologies, systems and programs that help position Ontario as a leader in innovation. In 2017, to meet their customers' energy needs, LDCs designed and implemented 12 local and 22 pilot programs, contributing to 157 GWh of energy savings.



The more energy efficient 3M Canada's plant in London becomes, the more likely its operations will remain competitive. According to Andrew Hejnar, Corporate Energy Manager, the energy efficiency projects his team began implementing in 2004 have shown strong results, improving 3M Canada's global competitiveness.

"Energy is a large part of the plant's overall operating cost, but that figure would be much higher had we not focused on energy efficiency," says Andrew. "My goal is to keep looking for those opportunities to reduce our demand and to stay in touch with the team at London Hydro about Save on Energy programs that will work in our favour. What our team does has a direct bearing on our plant's competitiveness and how well 3M competes globally."

Since 2005, the plant has achieved a 29 per cent energy reduction at its seven Canadian manufacturing sites, thanks to energy-efficiency initiatives. At the company's London facility, peak demand dropped by almost 50 per cent between 2005 and 2014. "Energy prices rose during this period, but at this facility, our energy bills remained constant."

Delivering Value for Ontarians

Using energy wisely can lead to customer benefits that go well beyond saving on electricity costs. When customers invest in energy efficiency, residents and businesses get more out of their homes or business - whether it's greater comfort, reliability or productivity. Energy efficiency is a cumulative effort that strengthens communities and supports economic growth.



Customers come first at Chesley grocery store

Peter Knipfel operates JDP Foods, a local grocery store in Chesley, Ontario that has become part of the fabric of the community.

"As a small business, we're always looking for ways to differentiate our business from the big box stores and serve our customers better," says Peter. "I figured because electricity is one of our biggest costs, I would see if better energy management made a difference. That's when I looked into the Business Refrigeration Incentives program."

Peter learned that his store was eligible for a number of different Save on Energy incentives, including upgrades valued at approximately \$2,500.

"I'm definitely going to reinvest the money I'm saving on hydro back into the business - it's money that will allow us to better serve our community."

Taking on the refrigeration drain

Chesswood Arena owner Buckingham Sports Properties was looking for long-term operations savings across its arenas in southern Ontario.

“Anything we can do to reduce our costs helps the bottom line,” says Gary McCreight, Operations Manager at Chesswood.

While upgrading to new LED lights has contributed to energy efficiency, the most significant savings opportunities are associated with refrigeration, which accounts for 80 to 90 per cent of the facility’s electricity use.

The company’s refrigeration project will save approximately 34,000 kWh per year (enough energy to operate 95 residential chest freezers for a whole year). That also translates into more than \$35,000 annually in electricity cost savings with a payback period of under two years.



Through Save on Energy programs over 18,000 projects were completed by Ontario businesses and over 17 million energy-efficient products were purchased from Ontario retailers in 2017 – and efforts to raise the profile and value of energy efficiency are driving participation in Save on Energy programs. In fact, Save on Energy brand awareness reached its highest level to date in 2017, with more Ontarians turning their knowledge into action. Based on awareness surveys conducted in 2017, customers are more likely to have heard and talked about energy efficiency and to say progress is being made in their communities. Customers also indicated they are more likely to say they can set a good example by using energy wisely, are more aware of how to save energy in the home, and believe that their actions are effective.

Program Progress

Ontario achieved 1.8 TWh of energy savings in 2017, an increase of 55 per cent over 2016 savings. The IESO and its LDC partners deliver a combination of province-wide, regional and local programs (See the Appendix for a list).

The IESO has funded over 26 small-scale LDC pilots since 2015 to test innovative initiatives and delivery mechanisms and has approved 44 local programs designed by LDCs to meet specific local needs.

2017 Verified Conservation Program Savings, Costs & Participation*

	Energy Savings (GWh)	Program Costs (\$M)	Incentive Costs (\$M)	Participation
Residential Sector Programs				
Coupons	420	13	68	17,079,623 products
Deal Days	321	1	15	12,087,827 products
Heating & Cooling	68	4	38	79,915 equipment
New Construction	2	1	2	328 homes
Home Assistance	8	3	6	6,910 homes
Business Sector Programs				
Audit	23	2	2	349 projects
Retrofit	663	41	92	9,036 projects
Small Business Lighting	46	7	7	7,565 projects
High Performance New Construction	47	3	6	167 projects
Existing Building Commissioning	1	0.3	0.1	6 projects
Business Refrigeration Incentives	5	3	3	1,077 projects
Process & Systems Upgrades	15	4	10	16 projects
Energy Managers	12	1	4	77 projects
Monitoring & Targeting	0	0.2	0.2	0 projects
Other				
Local Programs	145	18	6	n/a
IESO Centrally Delivered	15	0.3	0.7	n/a
LDC Innovation Fund Pilots	2	5	n/a	n/a
Other IESO Central Services	n/a	35	n/a	n/a
2011-2014+2015 Extension Legacy Framework	n/a	3	3	n/a
Conservation Fund Pilots	0	3	n/a	n/a
Industrial Accelerator Program	101	11	2	61 projects
Aboriginal Conservation Program	0	0	0	0 projects
Program Enabled Savings	0	0	0	0 projects
Total	1894	150	280	

*Totals may not sum due to rounding

Savings from energy-efficiency programs and initiatives contribute to the overall energy and demand savings required to meet the province's planning targets. This means that the projects installed and the energy saved today will help offset the demand for electricity in the future, reducing the need to build costly electricity infrastructure.

Additional initiatives that deliver system value include: engagement with Indigenous communities, low-income and direct-connected customers; and the IESO's Energy Performance Program and planning efforts through the Achievable Potential Study.

Indigenous Conservation Programs

In 2017 the IESO engaged with First Nations and Métis representatives through in-person meetings, interviews, surveys, a public webinar, and the Indigenous Community Energy Symposium to receive input on how to improve energy-efficiency programs, capacity building and partnerships. The feedback informed *Indigenous Conservation Programming: A New Approach* (www.ieso.ca/indigenous), a report with recommendations on options both on improving programs and access to them, for First Nations and Métis, including communities served by independent power authorities.

Engagement with Indigenous communities is critical to ensuring a collaborative approach to meeting the energy needs of each local community. In driving improvements to local businesses and homes, energy-efficiency programs tailored to meet the needs of Indigenous communities help create local jobs and contribute to communities' economic growth and development.

Home Assistance Program

The Home Assistance Program (HAP) offers low-income residents free energy-efficiency upgrades, plus an in-home energy assessment to help them discover more ways to save and keep their homes more comfortable. Customer engagement and outreach activities continue in 2018 to ensure effective delivery and uptake of the program across the province. Engagement with customers and stakeholders is a key component to the success of this program and driving awareness of the program and associated benefits continues to be a top priority.

The HAP is aiming to enrol 10,000 customers by the end of 2018, and will be supporting the promotion and delivery of the program through planned community engagement and province-wide marketing activities.

Industrial Accelerator Program

In market since 2010, the Industrial Accelerator Program (IAP) provides incentives to help transmission-connected companies fast track capital investments in major energy-efficiency projects. Participation provides opportunities for some of the largest employers in the province to reduce electricity consumption, and stay competitive in the global marketplace by investing in their businesses in Ontario, and improving their bottom line.

More than 70 per cent of transmission-connected customers have participated in the program, enabling them to make significant reinvestments in their Ontario operations. The IAP has four initiatives through which eligible participants can apply for funding: Process and Systems Upgrades for large or complex projects; Retrofit for smaller projects; High Performance New Construction for expansion plans; and Energy Managers to deliver on efficiency projects. In 2017 the IAP delivered 110 projects, resulting in 101 GWh of energy savings.

The Energy Performance Program

The Energy Performance Program (EPP) is a pay-for-performance energy-efficiency incentive program for customers with facilities across multiple LDC service territories. The program encourages whole building energy performance improvements through an incentive that provides four cents per kilowatt-hour of savings per year for up to four years, while significantly reducing the administrative burden on customers. This pay-for-performance model encourages participants who are able to make behavioural and operational changes alongside capital investment projects to achieve and grow energy savings over multiple years.

Achievable Potential Study

The IESO and the Ontario Energy Board are conducting an integrated electricity and natural gas conservation achievable potential study (APS) to be completed by June 2019. The APS will provide data and analysis to inform the development of future policy and/or frameworks; program design, implementation and evaluations; long-term resource planning and system operations.

Evaluating Program Effectiveness

Nationally recognized as a leader for its comprehensive and thorough review process, the IESO's Evaluation, Measurement and Verification (EM&V) of programs enables opportunities for continuous improvement and ensures that objectives are being met, costs are being distributed appropriately, and incentives are meeting the needs of customers. EM&V provides a platform for helping evaluation administrators and program managers identify improvements, quantify results, and communicate the value of energy efficiency. All EM&V activities are completed by an independent third-party evaluator to ensure transparency, and are completed in accordance with the IESO'S EM&V Protocols that are based on the International Performance Measurement and Verification Protocol (IPMVP).

To evaluate program effectiveness, two tests are performed: the Program Administrator Cost (PAC) test and the Total Resource Cost (TRC) test. The PAC test evaluates the benefits and costs associated with program delivery. The benefits look at how the implementation of energy-efficiency programs results in avoided energy and resource costs, and compares that to the total costs associated with delivering the program, from the perspective of the Program Administrator (individual or organization responsible for delivery). The TRC test measures the benefits and costs from a societal perspective, looking at the cost to consumers of delivering energy-efficiency programs.

For a program to be considered cost effective, the benefits must outweigh the costs and be greater than 1.0. Certain programs aimed at educating or supporting customers - such as those for low-income and Indigenous communities - will not always meet the ratio. The IESO evaluates cost-effectiveness by looking at the performance of the entire portfolio of programs.

In addition to the TRC and PAC tests, the Levelized Unit Electricity Cost (LUEC) is used in comparing energy-efficiency programs with other electricity supply resources. This metric expresses delivery costs (all costs associated with designing, delivering and evaluating a program) per unit of energy saved (expressed as \$/kWh) on an annualized basis.

Based on the results of these cost-effectiveness tests, energy-efficiency initiatives can be compared against other grid resources. Findings and recommendations also enable the IESO and its LDC partners to enhance the program to better meet customer and system needs.

Activities focused on the evaluation, measurement, and verification of Ontario's programs and a full report on the 2017 program assessments are available on www.ieso.ca/emv.

2017 Program Cost-Effectiveness

	TRC	PAC	LUEC (¢/kWh)
Residential Sector Programs			
Coupons	23.23	5.45	1.13
Instant Discount	14.95	10.46	0.59
Heating & Cooling	1.27	2.5	4.30
Residential New Construction	0.34	0.78	13.63
Residential Sector Programs	7.29	5.37	1.22
Business Sector Programs			
Retrofit (full cost recovery)	1.25	4.26	1.81
Retrofit (pay-for-performance)	1.43	2.85	2.64
Small Business Lighting	2.07	2.35	3.65
Audit	2.44	3.22	1.62
High Performance New Construction	3.07	5.94	1.44
Existing Building Commissioning	0.73	0.46	12.52
Business Refrigeration Incentive	1.69	1.47	4.96
Industrial Sector Programs			
Process & Systems Upgrades	0.54	1.61	5.13
Energy Mangers - Non-incentive	0.89	2.66	2.40
Monitoring & Targeting	n/a	n/a	n/a
Business & Industrial Sector	1.40	3.83	2.02
IESO Delivered Programs			
Home Assistance Program	0.77	0.67	9.54
Energy Performance Program	1.67	3.96	10.80
Whole Home Program	0.55	0.66	112.15
Portfolio Total	2.56	4.19	1.69

Investing in Innovation

IESO Conservation Fund

The IESO Conservation Fund invests in new and innovative electricity initiatives to drive savings for customers and ratepayers. Since 2005, the Fund has supported over 200 projects that have enabled customers to better manage their energy costs, launched Ontario energy entrepreneurs, and helped shape the suite of energy-efficiency programs and training courses available today. The fund contributed \$7.7 million to 10 new projects in 2017.

The Freezer Analysis Project

A project led by Brickworks Communication with the Ontario Restaurant, Hotel and Motel Association and other partners demonstrated that a 3°C change in commercial freezer temperatures could produce significant energy savings without impacting food safety and quality for most products. The results supported a successful call for Ontario to adjust its standard commercial freezer temperature set-point from -18°C to -15°C or higher for commercial end-users (restaurants, bakeries, schools, hotels). This 3 degree temperature adjustment alone offers between 10 and 12 per cent electricity savings per commercial freezer. With this change, local utilities and the IESO will see a direct benefit from the reduction of electricity use during peak summer months.

Drive for the Workplace

In January, Alectra launched the Drive for the Workplace program, a pilot providing electric vehicle (EV) smart chargers at various workplaces, both to understand the impact of daytime EV charging on the distribution system and identify opportunities to manage customer bills and local peak demand using smart charger systems.

Energy Performance Compass Tool

RWDI (Consulting Engineers and Scientists) has released the Compass tool to the building industry. Building on tools that allow users to benchmark the energy performance of existing buildings, the Compass allows users to benchmark the energy performance of building designs and to automatically pull data from building models required to demonstrate compliance with or participate in green building certification and incentive programs.



Photo courtesy of City of Markham

LDC Innovation Fund

The IESO provided funding for 26 LDC-initiated pilot programs through the LDC Innovation Fund. LDCs receive financial support for the design and market testing of new initiatives before they are offered as full-scale programs in the marketplace. LDCs can also apply for funding of joint activities where a collaborative approach to training, events, customer outreach, program design and delivery helps to minimize administrative costs.

At the end of 2017, pilots had achieved over 17 GWh of verified annual energy savings.

Northern Ontario LDCs: Block Heater Timer Pilot

This pilot promoted use of block heater timers in LDC service territories situated in the province's colder northern regions. These timers, which enable engine heaters to come on at a pre-programmed time, save energy by reducing the time that vehicle block heaters operate when temperatures fall below -15°C. The resulting energy savings are significant given that vehicles typically only require heating four hours prior to engine start-up. Customer interest in the program has been high. In 2017, 1,599 participants achieved 802 MWh of verified annual energy savings.

Toronto Hydro: PUMPsaver Local Program

Given the high volume of mid- to high-rise multi-unit residential buildings in Toronto with closed-loop heating and cooling distribution systems, Toronto Hydro embarked on an initiative to save electricity by reducing resistance in these systems. The resulting PUMPsaver program follows a direct-install delivery model that provides funding for a technical feasibility assessment and the installation of variable frequency drives to reduce electricity consumed by pump motors. The PUMPsaver program provides participants with a turnkey solution that provides a no-cost retrofit or end-of-life upgrade to maximize participation. After the the PUMPsaver pilot yielded excellent cost-effectiveness results in 2016 with a TRC of 3.02 and PAC of 2.63, it was converted into a local program.

Connecting with Customers

At the heart of Ontario's energy-efficiency programs are the efforts that boost expertise in the industry the IESO's training programs, trade allies' network, and the Energy Manager Program.

The Energy Manager Program has been a pivotal element in cost and energy savings for the business and industrial sectors. The program provides funding for Ontario businesses to hire qualified energy managers to help them identify strategic energy investments and secure financial incentives for projects

and upgrades. These resources are instrumental in helping businesses get projects off the ground and embed energy efficiency into their operations.

The program achieved 12 GWh of savings in 2017 and has resulted in the hiring of 110 Energy Managers across Ontario.



Goldcorp

Goldcorp is an active participant in Ontario's energy-efficiency programs, with a desire to drive savings at existing facilities, and make investments in new ones.

Over the years Goldcorp has taken on a multitude of energy-efficiency and optimization projects and initiatives in an effort to promote efficiency including a comprehensive Energy Management Plan, compressed air leak management program, and an underground ventilation optimization project.

In 2017, as a direct result of their Energy Management Program, Goldcorp was able to achieve a 10 per cent reduction in power consumption and a 23 per cent reduction in power costs from 2016.

Bottom line: Goldcorp has saved \$10.1 million in energy costs – equivalent to 5,882 ounces of gold.

“The savings associated with the 2017 Energy Manager Program was in the millions,” says Elissa Williamson, Energy Manager Coordinator at Goldcorp. “Being able to tell my bosses at the end of the year that the site saved their weight in gold, well that was definitely the highlight of my year.”

Training

The IESO facilitates skill development in the workforce by offering incentives for various forms of training and accreditation that contribute to specialized employment opportunities, build the credibility of energy-efficiency professionals, and provide customers with assurance that they are receiving the most energy-efficient services. Training is focused on three key areas: foundational training, specialized training and professional development.

In 2017, 825 individuals participated in training programs across the province.

Incentives are provided for a wide range of energy management training, including:

- Advanced Course on Building Recommissioning
- Certified Energy Manager (CEM)
- Certified Energy Auditor (CEA)
- Fundamentals of Compressed Air Systems
- Certified RETScreen Expert® (CRE)
- Advanced Management of Compressed Air Systems
- Certified Measurement and Verification Professional (CMVP)
- Certified Building Commissioning Professional
- Pump Systems Optimization

Trade allies such as those in the heating and cooling industry are a key component in delivering value to customers. Energy-efficient initiatives and products promoted by trade allies benefit consumers and businesses alike: customers are able to maximize comfort and efficiency while saving on energy costs, and businesses gain by participating in Save on Energy incentives.

The IESO supports trade allies through a dedicated website (<https://www.saveonenergy.ca/en/For-Contractors-and-Allies>), marketing materials, and training programs to help them develop the skills necessary to select the best energy-efficient systems and technologies for their customers. This contributes to greater outreach, an increase in provincial energy savings, and opportunities for them to grow their business.



Energy Efficiency and Ontario's Municipalities

Municipalities are at the forefront of adopting innovative, next-generation technologies such as net-zero buildings and net-zero or energy-plus wastewater treatment plants. They have taken the initiative to develop new and creative ways of funding their sustainable energy projects.

Recent research into energy consumption by Ontario municipalities provides insight into the current state of municipal energy use in the province and points to future trends and sustainable energy improvements. The Ontario Municipal Energy Profile (www.ieso.ca/municipal-report) explores some of the ways the province's municipalities are achieving energy and cost savings and identifies opportunities that still exist. The report provides data on a range of factors related to municipal energy performance and information to inform energy-efficiency plans.



Looking Ahead

As the system evolves, the IESO will work closely with stakeholders and communities to ensure that energy-efficiency programs are maximizing system value, and will continue to explore how energy efficiency can compete with other resources to meet system needs. Investing in energy-efficient activities contributes to the overall economic growth of the province through an increase in energy-related jobs and ensures that customers have resources to help them better control their energy costs. Energy efficiency helps reduce the demand for electricity across the province and the benefits associated with the programs touch all customers.

Work is continuing to deliver cost-effective energy-efficiency programs as a means to ensure a sustainable, reliable energy system for the future. Energy-efficiency programs make lasting contributions both to increasing the competitiveness of Ontario businesses today, and to reducing long-term energy costs. Energy efficiency is a key component of Ontario's long-term planning considered in the IESO regional planning process and its ongoing market renewal activities.

Appendix

Program Savings/Costs and Participation Table

Residential Province-Wide Programs

Save on Energy Coupon Program	Offers instant discounts on energy-efficient products to help residential customers save energy at home. Customers receive instant discounts at the point of sale for qualifying energy-efficient products at participating retailers during bi-annual events
Save on Energy Heating & Cooling Program	Offers incentives for homeowners to improve the overall efficiency of their HVAC systems. Homeowners receive incentives for upgrading their heating and cooling systems through an HVAC contractor
Save on Energy New Construction Program	Encourages new home builders to build energy-efficient homes that provide homebuyers with the benefits of increased comfort and energy-efficient features
Save on Energy Home Assistance Program	Helps qualified homeowners, tenants and social and/or assisted housing providers improve the energy efficiency of their homes

Business Province-Wide Programs

Save on Energy Audit Funding Program	Offers customers incentives to complete energy audits which assess the potential for energy savings through equipment replacement and improved operational practices
Save on Energy Retrofit Program	Offers commercial businesses with prescriptive and custom incentives to help with upfront costs of purchasing energy-efficient equipment to improve the overall efficiency of buildings
Save on Energy Small Business Lighting Program	Helps qualifying small business customers with direct installation of free lighting upgrades
Save on Energy High Performance New Construction Program	Provides design assistance and engineered and custom incentives for building owners and planners who design and implement energy efficient equipment within their new space
Save on Energy Existing Building Commissioning Program	Provides owners or lessees of chilled water systems located in commercial buildings with incentives for studies/investigations and implementation of projects identified in the report
Save on Energy Process & Systems Upgrades Program	Helps industrial and large commercial organizations with complex systems and processes to identify, implement and validate energy-efficiency projects from start to finish
Save on Energy Manager Program	Helps companies take control of their energy usage, by hiring a dedicated energy manager that identifies various options for saving energy in their facility
Save on Energy Monitoring & Targeting Program	Provides companies with energy managers funding to install systems to provide energy consumption data to analyze and set energy savings targets

Local Programs

Adaptive Thermostat Local Program	Toronto Hydro; Enbridge Gas	Additional \$50 rebate to increase Enbridge's existing \$50 rebate for learning adaptive thermostats for homes
Instant Savings Local Program	Canadian Niagara Power Inc.; Algoma Power Inc.; Westario Power Inc.; Bluewater Power Distribution Corp.; Entegrus Powerlines Inc.; Essex Powerlines Inc.	Free clothesline giveaway at customer engagement events
Social Benchmarking Local Program	Hydro One; Alectra (formerly Horizon Utilities; PowerStream Inc.); Toronto Hydro; Hydro Ottawa	Home Energy Reports with energy consumption information and savings tips to drive energy savings in the home
First Nations Conservation Local Program	Hydro One	Energy audit and direct install of eligible efficiency, health and safety, measures, and further education on home energy management for First Nations customers.
PUMPSaver Local Program	Toronto Hydro; Oakville Hydro	"Turnkey" retrofit for large, closed-loop hydronic heating and cooling systems in tall residential (MURBs) and commercial towers
Business Refrigeration Incentives Local Program	Toronto Hydro; Alectra (formerly Powerstream Inc., Horizon Utilities; Hydro One Brampton); Enersource Hydro Mississauga	Facility assessment, Energy Action Plan and direct installation of refrigeration measures for the small business sector
Swimming Pool Efficiency Local Program	Toronto Hydro; Oakville Hydro; Hydro Ottawa; Renfrew Hydro; Burlington Hydro; Milton Hydro; Halton Hills Hydro	Point of sale discount for ENERGY STAR rated variable frequency drives (VFD) pool pumps for residential customers with swimming pools
High Efficiency Agricultural Pumping Local Program	Niagara Peninsula Energy Inc., Hydro One	Point-of-sale discount on VFD pumps for agricultural uses
OPSaver Local Program	Toronto Hydro; Oakville Hydro	Tools, coaching and performance incentives provided to building operators and employees in the institutional, commercial and industrial sectors, to establish processes and practices to save energy
Conservation on the Coast Home Assistance Local Program	Five Nations Energy (Attawapiskat, Fort Albany, Kashechewan)	Energy audit and direct install of weatherization, lighting and other measures for homes
Conservation on the Coast Small Business Lighting Local Program	Five Nations Energy (Attawapiskat, Fort Albany, Kashechewan)	Lighting assessment and direct install of lighting measures for small businesses
RTUsaver Local Program	Toronto Hydro-Electric System Limited	Tests the energy savings of retrofitting RTUs with VFDs, sensors, unitary controllers and communication equipment

