

# Energy Affordability Program Roundtable – Meeting Summary and Action items

Meeting date: March 22, 2023  
Meeting time: 9:00 a.m.  
Meeting location: IESO, Adelaide Street West

Chair/Sponsor: Nicole L Hynum  
Scribe: Maria Tataru

## Agenda Item 1: Welcome Remarks - Tam Wagner, IESO

The IESO opened the meeting and providing a welcome including a Land Acknowledgement.

## Agenda Item 2: IESO Business Updates – Nicole Hynum, IESO

The IESO provided an update on previous meeting (November 3, 2022) action items, which are underway or completed, including:

- 1) Better understanding of regional / Indigenous participation.
  - Update: The IESO is undertaking some work with data obtained from StatsCanada to better understand participation trends by region.
- 2) Providing an update on the Save on Energy First Nations Conservation Program (FNCP) 2022 Evaluation, Measurement and Verification findings.
  - Update: Covered in agenda item 6.
- 3) Collaborating with Enbridge on Home Winterproofing Program (HWP) and EAP marketing efforts, sharing information and best practices.
  - Update: The IESO continues to collaborate with Enbridge, program delivery partners and EAP Roundtable participants to inform marketing tactics for EAP.

The IESO also advised the income eligibility threshold increases for EAP/HWP to align with StatsCanada were completed in January. This was in response to insights provided by EAP Roundtable participants and was discussed [during 2022 EAP Roundtable](#) meetings.

The IESO provided key operational updates (see supporting materials for detail), including:

- EAP overachieved participation target in 2022; however, only 60% of energy savings target was achieved. The team is working with program delivery partners to increase per home energy savings and find participants who are eligible for weatherization.

- The IESO is working with program delivery partners to expand energy advisor and contractor networks to move participants through the program more efficiently.
- The EAP will continue to look at measures to enhance the program with focus on the intended inclusion of air source heat pumps (ASHP) by fall 2023.

The IESO provided an EAP marketing update (see supporting materials for detail), including:

- The IESO completed enhancements to the EAP web content, streamlining content and decoupling the Energy Saving Kit offering from the Comprehensive offering wherever possible in messaging.
- The social campaign that was rolled out last fall reached more than 800,000 Ontarians.
- Marketing has done regular updates on EAPs quarterly newsletters which has resulted in a 25% increase in Save on Energy EAP website traffic.
- The IESO is developing (in collaboration with Enbridge and program delivery partners) an enhanced EAP marketing strategy which will start to rollout in Q2. The enhanced strategy will include feedback from EAP Roundtable participants, for example implementing non-digital tactics to reach eligible participants in the North.

### Agenda Item 3: Enbridge Business Update – Amanda Ku, Enbridge

Enbridge provided key operational updates, including approximately 11,700 projects were completed through the Home Winterproofing program in 2022.

Customer participation was noted to be lower in 2022 for certain areas such as Burlington, Hamilton, London, north of Barrie up to Sudbury, Thunder Bay, and East - Port Home to Cornwall, including Kingston. To encourage participant in these areas, marketing was increased to improve awareness as well as various limited time campaigns offered to spark interest.

In 2023, Enbridge has entered the new Demand Side Management plan. The eligibility criteria for the Home Winterproofing Program have remained unchanged from the previous plan. However, the low income thresholds were revised in the beginning of the year to align with IESO's EAP program.

Enbridge shared a video which answered the top 8 frequently asked questions regarding the Home Winterproofing Program, [Your questions about the Home Winterproofing Program, answered - YouTube](#).

### Agenda Item 4: Information Item: Ontario - Find Benefits and Programs Online - Jawhar Kassam, Kim Corrigan-Guest, Ministry of Finance

The MOF team provided an overview of the [Benefits Finder tool](#) as well as a demonstration of how to use the tool. The EAP / HWP will be available to Ontarians as part of the tool starting May 14.

### Agenda Item 5: EAP Roundtable Participant Spotlight – Ontario

## Aboriginal Housing Services (OAHS) – Rob Hargain, Madison

### Fourgere, OAHS

The OAHS team provided an overview of OAHS as well of an overview of how their energy services team works to implement EAP/HWP (see supporting materials for detail), some highlights include:

- OAHS is the largest off reserve Indigenous Housing Organization in Canada, serving over 11,000 people and approximately 3600 units. Visit [OAHS website](#) for more detailed information.
- The OAHS energy services team, a collaboration between OAHS Tenant Assistant Program Representatives (TAPs), the IESO Community Energy Champions and EAP/HWP delivery partners work together to achieve the following sustainability goals: reduce energy consumption and GHG's to lower our environmental impact, reduce utility costs, build better tenant relationships, lower maintenance costs, etc.

OAHS shared a tenant engagement video that was well received by EAP Roundtable participants:

<https://www.youtube.com/watch?v=dJi84Jc9ZLM>.

OAHS reiterated their support for the inclusion of ASHP in the EAP offering.

## Agenda Item 6: Overview of First Nations Conservation Program Evaluation Results – Arwa Sayyadi, IESO

The IESO provided an overview of the First Nations Conservation Program (FNCP) evaluation results, full report can be found [here](#).

There was a request from Ontario Native Welfare Administrator Association (ONWAA) to better understand Indigenous participation in the IESO's Save on Energy programs over time.

- Action: the IESO will set up a follow-up discussion with ONWAA to discuss First Nation conservation programming

## Agenda Item 7: Potential Inclusion of Air Source Heat Pumps Update – Haneef Ansari, IESO

The IESO provided an overview of the ASHP design elements, including guiding principles, proposed eligibility criteria (see supporting materials for detail). The target date to make ASHPs available to EAP participants is fall of 2023.

The EAP Roundtable was supportive of the criteria outlined and discussed the importance of enabling social housing participation in the program (along with single-family homes).

- Update: The IESO confirms that low-rise social housing will be eligible to participate in the ASHP offering.

## Agenda Item 8: EAP Roundtable Survey - David Forgione, IESO

An overview of high-level survey findings (see supporting materials for detail) was provided along with a discussion about next steps.

The group identified the following as potential future meeting topics: climate resilience/climate, heat pumps, additional measures for inclusion (e.g., energy loss through swimming pools)

- Action: the IESO will take these agenda items back for consideration.

## Agenda Item 9: Closing Remarks – Nicole Hynum, IESO

IESO thanks EAP Roundtable members for the meetings discussions. The group confirmed they prefer three, rather than four, meetings per year.

- Action: IESO to work with EAP Roundtable to firm up last two meeting dates for 2023.