

**JUNE 3, 2021**

# Energy Affordability Program Roundtable

## Kick-off Meeting

Nik Schruder, Director, Energy Efficiency  
Nicole Hynum, Supervisor, Business Development  
Stephen Lachan, Program Advisor  
Vicki Gagnon, Business Advisor



# Session Agenda:

Agenda Item	Start Time
<b>Welcome Remarks</b> (Nik Schruder, Director, Energy Efficiency)	1:00 p.m.
<b>Overview of Roundtable</b> (Nicole Hynum, Supervisor, Business Development)	1:15
<b>Introductions</b> (Roundtable Participants)	1:30
<b>EAP Program Overview – What’s Changed</b> (Stephen Lachan, Program Advisor)	2:05
<b>Closing Remarks</b> (Nicole Hynum, Supervisor, Business Development)	2:45
<b>Social Housing Break Out Session</b> (Vicki Gagnon, Business Advisor)	3:00



# IESO and Energy Efficiency in Ontario

# About the IESO



Reliably operate Ontario's Province-wide system 24/7



Purposefully engage to enable informed decisions



Plan for Ontario's future energy needs



Support innovation



Enable Competition and create efficient electricity markets



Cybersecurity leadership



Enable province-wide energy efficiency



Smart Metering Entity

# Energy Efficiency in Ontario

## Energy efficiency makes a lasting contribution toward reducing long-term energy costs

- When planning for Ontario's long-term electricity needs, the IESO forecasts, and counts on, the extent to which energy-efficiency initiatives will reduce those needs
- Ontario has saved 17.3 terawatt-hours (TWh) of electricity as a result of CDM Programs since 2006 - Equivalent to powering 1.9 million homes for 1 year



# 10+ Years of Conservation and Demand Management

**2011-2014 CDM Framework** – Introduction of Save on Energy brand, province-wide programs; LDC-delivered

**2015-2019 Conservation First Framework** – Building a culture of conservation, helping consumers save on energy costs; LDC-delivered

**2019-2020 Interim Framework** – emphasis on business programs, focus on low-income and Indigenous communities; IESO-delivered

**2021-2024 CDM Framework** – focused on cost-effectively meeting needs of electricity system, consumers; IESO-delivered

# Verified Results

- IESO has been conducting Evaluations, Measurement and Verification (EM&V) for more than 10 years now
- Evaluations are conducted by independent, third-party Evaluation Consultants
- Since 2007, final verified evaluation reports have provided valuable impact results, analysis, insights and recommendations on energy efficiency programs to a wide audience of stakeholders
- Result: Energy efficiency savings is incorporated within IESO's planning forecasts (e.g., Annual Planning Outlook)

# 2021-2024 CDM Framework

- \$692M, four-year CDM Framework launched in January 2021
- Centrally delivered by the IESO under the Save on Energy brand
- Programs target commercial, institutional and industrial customers with opportunities for residential electricity consumers
- Renewed programming for income-eligible electricity consumers and on-reserve First Nation communities
- Mid-term review by December 2022 to reassess budgets and targets based on customer and system needs

# Meeting System Needs Now and in the Future

2021-2024 CDM Framework designed to target bulk system peak demand and local or regional needs rather than delivering 24/7 energy savings

- Leverages competitive procurements, calls for proposals, improve cost-effectiveness, solicit consumer-based solutions
- Focused on addressing limited system needs in near term and increase CDM investments to meet needs emerging in mid-2020s
- Introduction of EE auction pilot to procure peak demand reductions scheduled for March 2021, \$5M budget from Grid Innovation Fund



# Energy Affordability Program Roundtable

## Purpose of the EAP Roundtable

- The purpose of the Energy Affordability Program (EAP) Roundtable is to support the successful delivery of energy-efficiency programming for the income-eligible customer segment, with a specific focus on the newly launched Save on Energy – Energy Affordability Program. The EAP Roundtable represents an evolution of the former Energy Assistance Programming Working Group and it will focus on broadening participation opportunities in the dialogue with a goal to promote awareness and align industry efforts.

# EAP Roundtable Objectives

- Create regular two-way dialogue with others serving the sector
- Seek to understand the experience and needs of income-eligible Ontarians
- Create a venue to share best practices
- Gain intelligence about the sector and its actors to drive participation in the SoE offering
- Continue to build relationships and enhance sector credibility
- Insights to inform future programming

# EAP Roundtable Participation

In an effort to broaden participation opportunities, the Roundtable is open to any sector organization interested in participating, including but not limited to:

- Advocacy groups
- Social Housing providers
- Local service agencies
- Government agencies
- Utilities

# EAP Roundtable Frequency and Format

- To ensure regular opportunities for discussion, it is recommended the Roundtable meet on a quarterly basis starting in June 2021
- A meeting calendar with proposed agenda items will be developed by the IESO's EAP Program Team with input from the EAP Roundtable participants
- Meetings will be held virtually to reduce costs and to ensure equitable access for all members
- The IESO will chair and moderate the discussion as well as capture sessions summaries.



# EAP Roundtable Introductions

# Introductions – Roundtable Participants

- Agency group / organization you represent, role in sector
- Your experience with Save on Energy Programs – EAP, Retrofit
- What you hope to get out of participating in the Roundtable
  
- Chat question – Any trends / themes that have emerged since pandemic



# Energy Affordability Program – What's Changed

# History of IESO income-eligible programs

- From 2011 – 2020, the Save on Energy Home Assistance Program (HAP) provided no-cost energy efficiency support to income-eligible households; To date, HAP has served over 110,000 income eligible participants across the province
- In January 2021, HAP was replaced with the EAP. The EAP provides similar benefits as HAP, with expanded eligibility to support moderate income households with no-cost energy efficiency

# What is the Energy Affordability Program (EAP)?

- EAP is offered by the Independent Electricity System Operator (IESO) and delivered province-wide by the IESO's delivery partner
- EAP is designed to help for income-eligible electricity customers to help reduce their energy costs and increase the overall comfort of their homes by providing energy-efficient upgrades at no-cost



# EAP Program Delivery Principles

The IESO adheres to the following principles for province-wide central delivery of the EAP:

Customer focus

Equitable  
access for all  
qualified  
Ontarians

Impactful  
programming

Stakeholder,  
community &  
partner  
engagement

Value for  
ratepayers &  
meaningful  
savings

# EAP Offer Summary

## Comprehensive Support:

- Residents who qualify for this level of support will have an energy-efficiency expert visit their home to identify opportunities to help them save energy, receive upgrades and replace eligible appliances at no cost.
- Residents may also receive insulation and weatherization measures if they heat their home with electricity.

## Moderate Income Support (Energy Saving Kits) :

- Residents who qualify for this level of support will receive an Energy Saving Kit with easy-to-install products that will help them to save energy in their homes, such as LED lightbulbs, a drying line for clothes and faucet aerators.

# Comprehensive Support Eligibility

- Participants can be living in social/non-profit housing, own, rent or lease their residence and can be the primary or secondary utility account holder listed on the utility bill.

Household's annual income before tax is the same or less than:

Household Size (incl. dependents)	Maximum Gross Annual Income
1 occupant	\$36,578
2 occupants	\$51,729
3 occupants	\$63,354
4 occupants	\$73,157
5 occupants	\$81,791
6 occupants	\$89,598
7 or more occupants	\$96,775

OR

Receive government benefits or participate in a natural gas low-income DSM program during the past 12 months:

- ✓ Allowance for the Survivor
- ✓ Guaranteed Income Supplement
- ✓ Allowance for the senior
- ✓ Ontario Works
- ✓ Ontario Disability Support Program (ODSP)
- ✓ Ontario Electricity Support Program (OESP)
- ✓ Healthy Smiles Ontario Child Dental Program
- ✓ (LEAP) Grant Recipient

# Comprehensive Support Offer



- Participants may receive free upgrades, including ENERGY STAR® certified light bulbs (LEDs), energy-efficient shower heads, faucet aerators, clothes drying line and a power bar with a timer.



- Based on the results of the in-home assessment, participants may also qualify for ENERGY STAR® certified replacement appliances, such as a fridge, freezer, window air conditioner, and/ or dehumidifier.



- If home is electrically-heated, participants may also be eligible for insulation in their walls, attic and basement as needed, as well as comprehensive home draft-proofing and weather-stripping.

# Moderate-income Support Eligibility – Energy Saving Kits

## To qualify, the participant must:

1. be an individual who owns, rents or leases a residence in Ontario and is listed as the primary or secondary utility account holder.
2. not meet the eligibility for Comprehensive Support, AND
3. have an annual household income for the previous year that does not exceed the limits identified in the table:

Household Size (incl. dependents)	Maximum Gross Annual Income
1 occupant	\$46,748
2 occupants	\$58,453
3 occupants	\$70,158
4 occupants	\$81,863
5 occupants	\$93,568
6 occupants	\$105,273
7 or more occupants	\$116,978

# Energy Saving Kit Upgrades



✓ LED Lightbulbs



✓ Faucet Aerators for electric hot water heating



✓ Retractable Clothesline



✓ Door Sweep & Weather Stripping Tape for electrically-heated customers



✓ Handheld Shower Head for electric hot water heating



✓ Block Heater Timer

# Interaction of EAP with other energy support programs

The EAP complements a number of other (Non-IESO) income-tested energy support programs, including:

- Ontario Electricity Support Program (OESP)

This program provides low-income consumers with a monthly on-bill credit to reduce their electricity bill. This program provides ongoing help.

- Low-Income Energy Assistance Program (LEAP)

This program provides a one-time grant towards your electricity or natural gas bill if you are behind on your bill and may face having your service shut off. It is for emergency situations.

- Enbridge Home Winterproofing Program (HWP)

The Home Winterproofing Program can help income-eligible natural gas customers lower their bills and make their home more comfortable. Eligible customers may qualify for free insulation, draft proofing and a smart thermostat to reduce energy costs up to 30 percent.

**Participants of any of the three programs above will automatically qualify for EAP Comprehensive Support**

# Participant Feedback

*"Great Service. Didn't realize how much brighter the bulbs made my home and the dehumidifier is wonderful during this extreme humidity."*

*"It is great that as a retired Ontario resident that we get to participate in a program such as this. It will help us stay in our home and be able to pay our utilities."*

*"...excellent program ,passed it on to others who might need the assistance provided, one lady used it and got upgrades on her fridge and lights and other products, she is so thankful, she lives on her own..."*

*"Thank you for this wonderful program. Being on a fixed income, EVERY PENNY counts and we welcomed a program like this to help us save-especially on our monthly electricity bill."*

## How to refer clients to EAP, or to learn more

- Additional program details, including information on how to apply, and a downloadable program brochure, can be found at [SaveOnEnergy.ca/EAP](https://www.saveonenergy.ca/EAP)
- Customers can also call **1-855-591-0877**, or email [EAP@SaveOnEnergy.ca](mailto:EAP@SaveOnEnergy.ca) to learn more or to apply to participate



## Discussion Question

- Energy Savings Kits – Suggestions for identifying / accessing the moderate income tier of participants



End of EAP Roundtable

Social Housing Breakout Session



# Overview of Retrofit Program

# Retrofit Program

- Commercial, industrial, institutional, multi-residential and agricultural businesses can participate
- Offers financial incentives for equipment upgrades that reduce facility electricity consumption
- Designed to help Ontario businesses save energy, reduce costs and increase productivity



# Retrofit Program

## Key Benefits:

- Reduced electricity costs
- Immediate operational and maintenance savings
- Up-to-date, efficient equipment and technology
- Greater employee comfort and productivity



# Retrofit Program – New for 2021

- Enhanced list of prescriptive measures, improved application process and reduced administrative burden for applicants
- Previous custom track replaced by three streams, includes those most commonly applied for measures:
  - Lighting, HVAC and Manufacturing and other Equipment
- Opportunity to keep pace with changing marketplace needs over the four-year framework

# Retrofit Program Incentives

## Lighting

- High Bay Fixture
- Horticultural
- Integral LED Fixture
- Lighting Controls
- Low Bay
- Reflector
- Tube
- Display Case LED Fixture



# Retrofit Program Incentives

## HVAC

- Rooftop Units
- Chillers
- Cooling
- Fan Motors
- HVAC Controls
- Ventilation



# Retrofit Incentives

## Manufacturing and Other Equipment

- Agriculture
- Agriculture - Dual and Natural Exhaust Ventilation System
- Compressed Air
- Equipment
- Process Chillers
- Manufacturing Controls
- Motors
- VFDs



# Retrofit Program – Social Housing Stream

- In addition to in-suite measures which may be available from EAP, the following Retrofit incentives are available to social housing providers for common area upgrades:
- **Social Housing Adder** is 2 times the regular retrofit incentive, up to a maximum of 50% of the eligible project costs to a maximum of \$1,000,000
- **Advance Incentive** of up to a maximum of 50% of the total estimated Prescriptive Incentive (plus the Social Housing Adder, if any) payable to the Social Housing Provider upon request.

# Retrofit Program – How to Apply

- To participate, your project must be pre-approved with a minimum incentive of \$500
- [Apply online](#) to find out the incentive amount your project is eligible for
- Please refer to participant agreement and program requirements for further details
- For application support, visit [Saveonenergy.ca](https://www.saveonenergy.ca) or contact a Save on Energy representative

Login to your account

[Go to login](#) >

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or [Sign up](#) for an account

[Retrofit Application Portal](#)

[Terms of Use](#)

# Ready to Start your Project

## OPTION ONE

Call us at

**1-844-303-5542**

for application support or  
general questions.

## OPTION TWO

Provide us with information  
about your project and we'll  
call you back to provide  
tailored advice.

Get a Call: <https://saveonenergy.ca/en/Start-your-retrofit-project>



## Discussion Question

- What are the current or upcoming energy efficiency priorities for your organization?

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# Thank You

[SaveOnEnergy.ca](https://www.saveonenergy.ca)

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