

PY2021 EM&V Key Findings and Recommendations IF Retrofit Program

No.	KEY FINDINGS	2021 EM&V RECOMMENDATIONS	IMPACT	IESO RESPONSE
1.	<p>IESO deemed hours of use (HOU) for some lighting end uses fall outside the verified HOU range. Upon reviewing all sampled prescriptive lighting projects, verified HOU seem to be inconsistent with IESO MAL deemed HOU for some end uses. Specifically, general end uses, such as, "Lighting – General", "Lighting – Other (all measures), and "Lighting – Other Commercial buildings", which allow a wide range of facilities. These end uses have the highest impact on the realization rate.</p>	<p>Continue to review and update the MAL HOU for end uses that fall outside the verification HOU range. End uses that fell outside the verified HOU range and had a strong impact on the program realization rate include, "Lighting – General", "Lighting – Other (all measures), and "Lighting – Other Commercial buildings". Additional information regarding the verified and deemed HOU are included in the evaluation report</p>	High	<p>The IESO is looking into the breakdown of the "Lighting-Other Commercial Buildings" Load Profile and will provide an update when available.</p>
2.	<p>Participation in the Prescriptive Non-Lighting track remains low. Prescriptive non-lighting track made up 1.9% of the total net verified energy savings in 2021. The same track made up 4% of the program's net verified savings in 2020</p>	<p>Continue to increase promotion and marketing of the prescriptive non-lighting track through the service providers, and applicant representatives. Review and consider increasing incentive levels for measures in the prescriptive non-lighting</p>	High	<p>The IESO will continue to promote non-lighting measures in the new 2021-2024CDM Retrofit Program. Incentive levels will be re-evaluated when necessary.</p>
3.	<p>IESO deemed baseline wattages for some prescriptive lighting measures fall outside the verified baseline wattages. Upon reviewing all sampled prescriptive lighting projects, verified baseline wattages seem to be inconsistent with IESO MAL deemed wattages for baseline measures.</p>	<p>While the verified baseline wattages closely align with the IESO MAL assumptions, some measures fall outside the verified range. It is recommended to continue reviewing and update the MAL baseline assumption for measures that fall outside the verified range. Additional information regarding the verified and deemed baseline assumptions are included in the evaluation report</p>	High	<p>The IESO will review MAL assumptions on an ongoing basis and will provide an update when further data is gathered in order to make necessary changes.</p>

No.	KEY FINDINGS	2021 EM&V RECOMMENDATIONS	IMPACT	IESO RESPONSE
4.	<p>Program Free-Ridership (FR) was moderately high, compared to historical results, in 2021 at 22.5%.¹ The program’s Net-to-Gross (NTG) was moderately low in 2021 at 78.2%. FR was found to be moderately high at 22.5% and Spillover (SO) was relatively low at 0.7%. Over three-fifths (63%) of participants stated they would not have completed an upgrade, would have postponed it, or would have completed a scaled-back version of it in the program’s absence. However, nearly one-fourth (22%) would have done the same upgrade anyway or were unsure of what they would have done, suggesting that there is still room for FR improvements in future program years.</p>	<p>Maintain focus on minimizing FR. Key areas include:</p> <ul style="list-style-type: none"> ● identifying and targeting customer segments that would be unlikely to make upgrades without program support; ● screening applications for customers who have not already begun implementing measures; and ● encouraging all participants to complete the evaluation surveys to ensure that the FR results are as representative of the true population of program participants as possible. <p>Encourage participants to install additional energy-efficient equipment or services beyond what is covered through the program if it is feasible for them to do so (for example, identifying additional opportunities during initial site visits). Doing so may lead to increases in the program’s SO, which may in turn help offset FR and lead to improved NTG.</p>	High	<p>The IESO will continue to focus on reducing free ridership in the 2021-2024 CDM Retrofit Program through identifying and targeting customers that are unlikely to proceed without the program incentive.</p>
5.	<p>The incentive cap had an impact on some customer participation. About one-fourth (24%) of applicant representatives and contractors said that the incentive cap reduced the scope of some of their customers’ projects and one-tenth (10%) of participants reported that the incentive cap reduced the scope of their project. Over two-thirds (67%) of these participants estimated a 11% to 25% reduction (41% of participants) and a 26% to 50% reduction (26% of participants).</p>	<p>Provide training and support to contractors to ensure that they are able to help customers complete as much as possible within the constraints of the incentive cap. Please also refer to Recommendation 1 above regarding the importance of encouraging customers to install additional equipment beyond what is covered through the program if it is feasible for them to do so as well.</p>	High	<p>The IESO will review incentive levels and the incentive cap for the 2021-2024 CDM Framework Retrofit Program and will make changes if appropriate.</p>

¹ Recent historical results include an FR value of 11.6% and 23.6% in PY2021-P1 and PY2020, respectively.

No.	KEY FINDINGS	2021 EM&V RECOMMENDATIONS	IMPACT	IESO RESPONSE
6.	<p>A desire for additional training exists among applicant representatives and contractors. The most-requested training and education topics mentioned by applicant representatives and contractors were program rules and application process (mentioned by 34% of applicant representatives and contractors), direction on receiving application support (34%), and program offerings (33%). IESO program staff and delivery vendor staff indicated that the training webinars about program processes and changes were well-received by attendees, which included applicant representatives, contractors, and customers.</p>	<p>Ensure that trainings cover topics that are of most interest to the applicant representatives and contractors and provide them with the knowledge they need to effectively support the program. Key training topics to consider include the program rules and application process, direction on receiving application support, and program offerings.</p>	Medium	<p>The IESO has been creating webinars as part of the new 2021-2024 CDM Retrofit Framework. These webinars were recorded and are available on our YouTube channel via the Retrofit Resources page, and have been shared via the SOE Business newsletter.</p>
7.	<p>Expanding measure offerings would likely increase satisfaction with the shift to prescriptive-only approach. Nearly three-fifths (56%) of participants said that the shift to the prescriptive-only approach did not impact their participation. However, IESO program staff and delivery vendor staff indicated that customer satisfaction with the available equipment could be improved, noting that industrial customers and those with more complex projects have been most impacted by the shift. Applicant representatives and contractors demonstrated relatively low satisfaction with the number and types of equipment offered through the program (53% were satisfied or very satisfied) and most often recommended additional lighting types, building automation, and heat pumps. Delivery vendor staff indicated that the new process that allows for measure recommendations to be submitted online has been well-received but that it can be onerous or confusing for some customers and contractors to fill out.</p>	<ul style="list-style-type: none"> • Gather feedback on measure suggestions and support needs from customer segments that may have been most impacted by the shift to the prescriptive-only approach to better understand market needs. • Further promote the availability of the online form to submit new program measure recommendations and identify ways in which to simplify the form to make it easier to fill out. 	Medium	<p>The IESO will look into providing new measure offerings if they are cost effective. The IESO will continue to promote the online form to submit new program measure recommendations.</p>

No.	KEY FINDINGS	2021 EM&V RECOMMENDATIONS	IMPACT	IESO RESPONSE
8.	<p>Program website changes have proven useful but there is additional room for improvement. IESO staff indicated that key documents (e.g., participant agreement, requirements document, and technical worksheets) were added to the Save on Energy website in PY2021, and delivery vendor staff noted that doing so has made it easier for participants to get the information they need about the program. Three-fifths of participants (60%) reported visiting the Save on Energy program website to look for information about energy-efficiency offerings. Of those who visited the website, over one-half (53%) stated it was useful or very useful. The most common improvement suggestions were to make navigation to program offerings easier (mentioned by 46% of participants) followed by clarifying program offerings and requirements (20%).</p>	<p>Consider ways to further improve navigation to program offerings and key documents to help customers quickly understand what the offerings are and the related program requirements. Gathering additional feedback both from participants who do and do not look to the Save on Energy website for program information could lead to more specific suggestions on site design improvements.</p>	Medium	<p>The IESO is currently working to restructure the Retrofit section of the Save on Energy website with a view to enhance the participant experience. The IESO is continuously reviewing participant feedback and seeking ways to enhance our marketing, education and outreach.</p> <p>The IESO is also evaluating opportunities to improve outreach to communicate changes to the Retrofit program planned for Fall 2022 and Spring 2023.</p>