

PY2023 EM&V Key Findings and Recommendations

2021-2024 CDMF Existing Building Commissioning Program (EBCx)

No.	KEY FINDINGS	2023 EM&V RECOMMENDATIONS	IMPACT	IESO RESPONSE
1.	Commissioning Providers (CPs) highlighted a poor user experience with the program portal developed and operated by the program delivery vendor. First, CPs find it hard to track participants through various program stages since application numbers change for each stage in the portal. Second, CPs note that the portal does not identify a building address or location when an account number is entered. Third, CPs desire the ability to add more than one contact into the portal to receive updates and communication, so that there is more than a single point of contact.	<p>Consider enhancing the portal to be more user friendly. At a minimum:</p> <ul style="list-style-type: none"> Maintain a single application number for each participant through all program stages (if delineation by stage is necessary, add a letter identifier following a common application number). Enable finding building addresses after entering an account number. Enable adding more than one contact person per organization. 	High	The IESO will review the feedback with the delivery vendor. For the third bullet, if the individual is a qualified CP, the program portal allows multiple contacts per CP organization and is currently available on the portal.
2.	CPs desire additional marketing materials based on localized and sector specific market research for customers. During the evaluation literature review, the few documents found on the Save on Energy website that allow CPs to share with customers were in the training section and did not include any IESO-specific market research or information about program performance nor energy-saving impacts for customers, beyond a generalized 5%-15% savings statement. Only one CP indicated that they shared the current program brochure with their customers. No one mentioned using the fact sheets. Two CPs reported developing their own marketing materials to pass along to their customers with additional information about the program. Three CPs reported not currently using any outreach materials available on the IESO's website.	<p>Engage CPs to determine what program outreach/marketing materials would be the most useful to share with customers. Consider developing at least one handout targeted at program customers and share with CPs to supplement their outreach.</p> <p>Consider analyzing past program performance characteristics to strengthen metrics for new outreach materials. Illustrating savings for local peers will be more compelling than more generic statements. For example, determine that energy savings were found to be 5-10% on average for program participants in the healthcare sector in Northern Ontario and include this metric in outreach materials. Replacing the generalized sector fact sheets with IESO participant-specific real case studies as compelling stories become available would also strengthen the message.</p>	Medium	<p>The IESO has developed additional materials since the start of the evaluation. There is a link at the bottom of the SOE EBCx webpage that directs to the resources, such as, fact sheets, webinars, and practical guides, etc.</p> <p>The IESO agrees with the recommendation to augment materials with participant testimonials and case studies and plans to develop them over the coming months.</p>

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3.	The implementation phase of the EBCx program provides an incentive of \$0.03 per kWh of confirmed energy savings, subject to a maximum of 30% of the facility's annual electricity consumption calculated using the baseline model or \$50,000, whichever is lower. CPs note that they believe this incentive rate can be in competition with measures incentivized at a much higher rate through the Retrofit Program. The customer may decide to discontinue before the implementation phase to "shop" for different incentive programs for the best deal. This may lead to the program being cost ineffective. The contractor describing this problem, however, believed that the EBCx incentive level was not unreasonable.	<p>It is recommended that two solutions be implemented to remedy this understanding:</p> <ul style="list-style-type: none"> Investigate to ensure that the EBCx and custom retrofit programs are exclusive and ensure eligibility to participate is for one or the other. Educate CPs on the differences between the programs so that there is no overlap or slowing of implementation. 	Medium	<p>The Retrofit program provides incentives for capital projects while EBCx supports behavioural, and operational and maintenance changes (excluding capital upgrades), etc. The programs are meant to complement and augment each other, not be in competition. The IESO will collaborate with the delivery vendor to educate the CPs on the distinctions among the SOE programs.</p> <p>The IESO will consider restricting participants to receiving the full investigation incentive only after the measures have been implemented and the savings have been sustained.</p>
4.	Some EBCx participants are taking energy saving actions beyond those in their commissioning action plans. However, those actions are as-yet to be completed.	Consider determining program spillover in future years.	Medium	The IESO will collaborate with the program delivery partner and evaluators to develop the approach for assessing EBCx program spillover.