

PY2023 EM&V Key Findings and Recommendations

2021-2024 CDMF Strategic Energy Management (SEM) Program

No.	KEY FINDINGS	2023 EM&V RECOMMENDATIONS	IMPACT	IESO RESPONSE
1.	Most cohort participants were aware of the now sunset Energy Manager (EM) program. All participants who were aware of the EM program indicated that they were either somewhat or very likely to participate in the EM program if it were reinstated.	The IESO should consider investigating the possibility of re-instating the EM program.	High	The IESO will take this consideration into account for future program development.

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2.	<p>Participants value sector-based cohort groups. They could be even more powerful. Some cohorts have had many passive participants. Participants who are less experienced with energy efficiency may be reluctant to share questions with more experienced participants. Additionally, participants may be reluctant to share proprietary information with cohorts comprised of companies from the same industry.</p>	<p>Cohorts were created based on sectors. While sector-based cohorts are effective, consider factors beyond sector when assembling cohorts such as the level of experience and knowledge about energy efficiency. Consider allowing cohort self-selection or other mechanisms that will encourage engagement in the program.</p> <p>Cohort facilitators are strongly encouraged to engage all participants in calls (e.g. —turn on cameras, create games, polls, assign homework, etc.) or other devices to participate in, assign homework, etc. Consider allowing cohort self-selection or other mechanisms that will encourage engagement in the program.</p> <p>Participants value coaching and note that coaching could be more effective if coaches had specific sector knowledge or were able to give specific recommendations based on a participant's stage in energy reduction journey. Coaching can be improved by encouraging coaches to facilitate peer to peer learning and tailor materials as the program goes on based on industry knowledge they pick up from their cohort. Additionally, coaches should ensure cohorts are aware of training programs and consider bringing in guest speakers with technical or sector specific expertise.</p> <p>Create program materials that are specific and relevant to participants in different stages of their energy efficiency journeys.</p>	Medium	<p>The IESO will investigate whether self-selection for cohorts is a viable option. Additionally, the IESO will engage our program delivery partner to be more proactive with the cohort during in-person sessions.</p>
3.	<p>Participants greatly value their communication with the program delivery vendor and the opportunity for in-person networking events. There is a desire for increased communication with staff from the IESO, such as having check-ins at major milestones and additional in-person program opportunities.</p>	<p>When possible, include IESO staff in cohort check-ins or coaching sessions.</p> <p>Conduct a pilot test that offers hybrid coaching sessions or cohort check-ins with the option to attend either in-person or virtually.</p>	Low	<p>The IESO is currently joining cohort check-ins and coaching sessions when available and will continue to do so.</p> <p>the IESO will work with the delivery partner to explore hybrid coaching and cohort sessions.</p>