

Feedback Form

2021-2024 Conservation and Demand Management Framework – Mid-Term Review

April 22, 2022

Feedback Provided by:

Name: Click or tap here to enter text.

Title: Click or tap here to enter text.

Organization: Hydro One Networks Inc.

Email: Click or tap here to enter text.

Date: May 12, 2022

Following the April 22, 2022 webinar on the 2021-2024 Conservation and Demand Management Framework – Mid-Term Review, the IESO is seeking feedback from participants on information presented at the April session or for any other areas of clarification.

The referenced presentation can be found under the April 22, 2022 entry on the <https://ieso.ca/en/Sector-Participants/Engagement-Initiatives/Engagements/Conservation-and-Demand-Management-Mid-Term-Review>.

Please provide feedback by May 12, 2022 to engagement@ieso.ca. To promote transparency, this feedback, if provided in an AODA-compliant format (e.g. using this form) will be posted on the [CDM-MTR engagement webpage](#) unless otherwise requested by the sender.

Thank you for your time.

Proposed Discussion Questions from the April 22 presentation materials

Topic	Feedback
<p>Are there any emerging system needs or demand trends that IESO should be considering?</p>	<p>Customers continue to come to HONI for advice and assistance in switching from fossil fuel heating sources to electricity, switching to electric vehicles and for help saving energy.</p> <p>HONI anticipates that the use of non-wires alternatives and local CDM programs will play an increasingly important role in managing both system and customer needs as electrification and load growth increase the demand for electricity. LDC involvement will be critical in ensuring solutions are targeted where they are needed most.</p>
<p>How are customer needs changing? Are there emerging issues for your customer segment that should be considered?</p>	<p>We are seeing an acceleration in customers looking to us for advice on decarbonizing their equipment and operations, including electrifying their fleets and equipment, switching away from fossil fuels and using energy more efficiently.</p> <p>HONI serves a very diverse range of customers, including residential, municipalities, C&I, mining, agricultural, Indigenous communities, and industrial customers – all of whom have unique needs and challenges.</p> <p>With programs currently being offered by the IESO, the federal government, and an increasing number of municipalities targeting their climate and decarbonization goals, there is an increased need for co-ordination to ensure available programs are complimentary and to reduce confusion for customers. HONI, as an advocate for our customers, is well positioned to provide trusted advice and help customers navigate the changing landscape of energy programs.</p>

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<p>What program changes/new program opportunities might be beneficial to address emerging customer needs?</p>	<p>To support customers in their energy transition, there should be co-ordination with efforts of the federal government, gas companies and municipalities to promote heat pump uptake, both for customers looking to improve the efficiency of their existing electric baseboards/furnaces and to promote customers on other fuel sources to move towards efficient sources of electric heat.</p> <p>HONI is also in constant communication with business customers who are seeking help on how to reduce their energy usage. One of the challenges facing business customers in the 2021-2024 framework is getting tailored advice on what projects their business can undertake to save energy. Providing funding for energy audits to identify opportunities for energy efficiency improvements would help to deliver greater value for Ontario businesses.</p> <p>The IESO identified “upstream” programs as a possible future enhancement to the current saveonenergy program suite. HONI supports this proposal and has the experience to work with channel partners to ensure a seamless and equitable offering for customers.</p>
<p>How has COVID impacted your business? Do you foresee additional challenges as your business recovers from the impacts of the pandemic that may impact your ability to implement energy efficiency projects?</p>	<p>COVID has impacted all families and businesses across Ontario. It has caused many financial hardships and changed the way we live and work. There are also increasing new pressures such as inflation and rising fuel prices which now threaten already strained budgets. Expanded residential CDM programming could help alleviate energy costs as affordability continues to grow as an issue to households across Ontario.</p> <p>HONI has implemented a number of programs through our Energizing Life efforts to support customers through this challenging time. Supporting customers decarbonization goals and energy needs will continue to be a pillar of HONI’s service to our customers.</p>

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<p>Are there systemic barriers that your organization or community faces when undertaking energy efficiency projects?</p>	<p>A more coordinated and longer-term vision for energy programs in Ontario is needed to alleviate customer confusion in the market, prevent further loss of expertise in Ontario’s energy sector and to encourage the long-term commitment of our customers towards greener and more efficient solutions.</p> <p>A greater level of co-ordination among LDCs, the IESO, gas utilities, government, municipalities and energy service providers can help to ensure there are complimentary programs available that serve all customer segments. LDCs also need the flexibility to leverage these solutions as well as DERs and local CDM programs to meet local system and/or customer needs.</p>

Other General Comments/Feedback:

Hydro One is dedicated to advocating for our customers and helping them make informed decisions. As Ontario is entering an electricity supply gap and Ontarians look towards electrified solutions to transportation and heating, it is more important than ever that utilities have the ability to deliver CDM programming. Hydro One has the relationship with customers, brand recognition and understanding of local system needs to deliver local programming. Hydro One looks forward to further discussions with the IESO and Ministry of Energy on how we can play a role in CDM programming to ensure a reliable, affordable and usable electricity system for our customers in Ontario.