

The HOME ASSISTANCE^{OM} Program
2011 LIEN Conference
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Presentation Overview

- Introduction to OPA
- Why conservation?
- Progress to date
- HOME ASSISTANCE program
- C&I Retrofit Program overview
- Questions

Ontario Power Authority

- **Mandate:**
 - Ensure reliable, cost-effective, sustainable electricity supply for Ontario
- **Key activities:**
 - Long-term power system planning
 - Procuring new supply
 - Enabling conservation across the province and creating a culture of conservation



Conservation – a Provincial Perspective

- A cornerstone of Ontario's Long Term Energy Plan
 - Building a clean, modern and reliable electricity system
- An important element to Ontario's climate change strategy
- Ontario has worked very hard over the past six years to become a jurisdiction that leads and achieves on energy conservation, setting aggressive long-term and intermediate targets

Conservation is the OPA's first priority

- Generally less costly than building new electricity generators
 - defers or reduces need for investment in more expensive electricity infrastructure
- Helps families and businesses manage their energy costs
- Provides a favourable return on investment for consumers
- Reduces greenhouse gas emissions



Conservation progress to date

- So far, peak demand has been reduced by more than 1,700 megawatts since 2005
 - equivalent to removing 500,000 homes from the grid
- Some statistics:
 - **6 million** discount coupons for energy efficient products since 2006
 - **2,300** retail locations across Ontario took part in the in-store coupon events programs since 2006
 - **275,000** inefficient appliances (fridges and freezers) collected throughout Ontario since 2006
- Above consumer initiatives have generated enough savings to power a city the size of Sarnia.



Past Pilot Program Results

Initiative	Net Summer Peak Demand Savings (kW)	Net Annual Energy Savings (kWh)	Participants (Housing Units)
Affordable Housing Pilot (2007)	312	4,254,000	890
Social Housing Pilot (2007)	1400	11,900,000	12,901
Energy Efficiency Assistance for Houses Pilot (2007-2010)	503	2,300,000	297

Background: Policy

- Ministerial directives (April 23 & July 5, 2010)
- Policy objectives for low income CDM program:
 - Province-wide outreach initiatives
 - Accessible to customers of suite meter providers
 - Measures installed at no cost to consumer
 - Deep measures emphasized
 - Program need not pass standard Total Resource Cost (TRC) test for cost-effectiveness, but should be evaluated against other metrics
 - Consistent criteria used to determine eligibility for all elements of the program
 - Delivery coordinated with natural gas distributors
- Follows the Low Income Energy Assistance Program (LEAP) strategy

HOME ASSISTANCE^{oM} Program Elements

- Outreach
 - A variety of outreach channels/strategies are available
- In-home audits
 - To assess which measure(s) are eligible
- Consumer education
 - Delivered with audits and measure installation
- Measure installation
 - Will generate electricity demand reductions and electricity savings
- Quality assurance
 - To ensure proper installation, consistency of customer satisfaction, and continuous program improvement

Enabling Initiative

- Energy Efficiency Solutions Providers (EESP)
 - Development of a centralized resource for social housing providers to engage the marketplace
 - Available late 2011
- A competitive procurement process will be held to host these positions

Coordination with Other Programs

- Coordination with OEB Low-income Energy Assistance Program
 - LDC/gas utilities may consider using common screening partners for LEAP Emergency Financial Assistance and **HOME ASSISTANCE**^{oM} Program
 - Referrals to be provided between programs
 - Information about customer care/financial assistance programs will be provided to conservation program participants
- Coordination between natural gas DSM and electricity CDM low income programs
 - Memorandum of Understanding

Coordination with Other Programs (continued)

- **Coordination, where applicable, with:**
 - Ontario Ministry of Community and Social Services Emergency Energy Fund
 - Community Start-up and Maintenance Benefit
 - Canada Mortgage and Housing Corporation: Residential Rehabilitation & Assistance Program
 - Canada Mortgage and Housing Corporation: Emergency Repair Program
- **Coordination with OPA C&I Retrofit Program**
 - For social housing and/or assisted housing providers as may have both high-rise and low-rise building types

2010 Consultations

Date of Stakeholder Session	Format	Target Audience	Number of Participants (excluding OPA staff)
Tues. Aug. 3rd	Full-day, in-person	Low-income housing providers, resident, and consumer advocacy groups	28
Thurs. Aug 5th	Half-day, webinar	LDCs	73
Thurs. Aug 5th	Half-day, in-person	Delivery Agents	16
Thurs. Aug. 19th	Half-day, in-person	All Interested Individuals and Organizations (Public)	55
Thurs. Sept. 2nd	Half-day, webinar	Social and Assisted Housing Providers (session hosted by SHSC)	31
Thurs. Aug. 12th – Thurs. Aug 26th	Written Submissions Accepted by OPA	All Interested Individuals and Organizations (Public)	18

Status of Programs

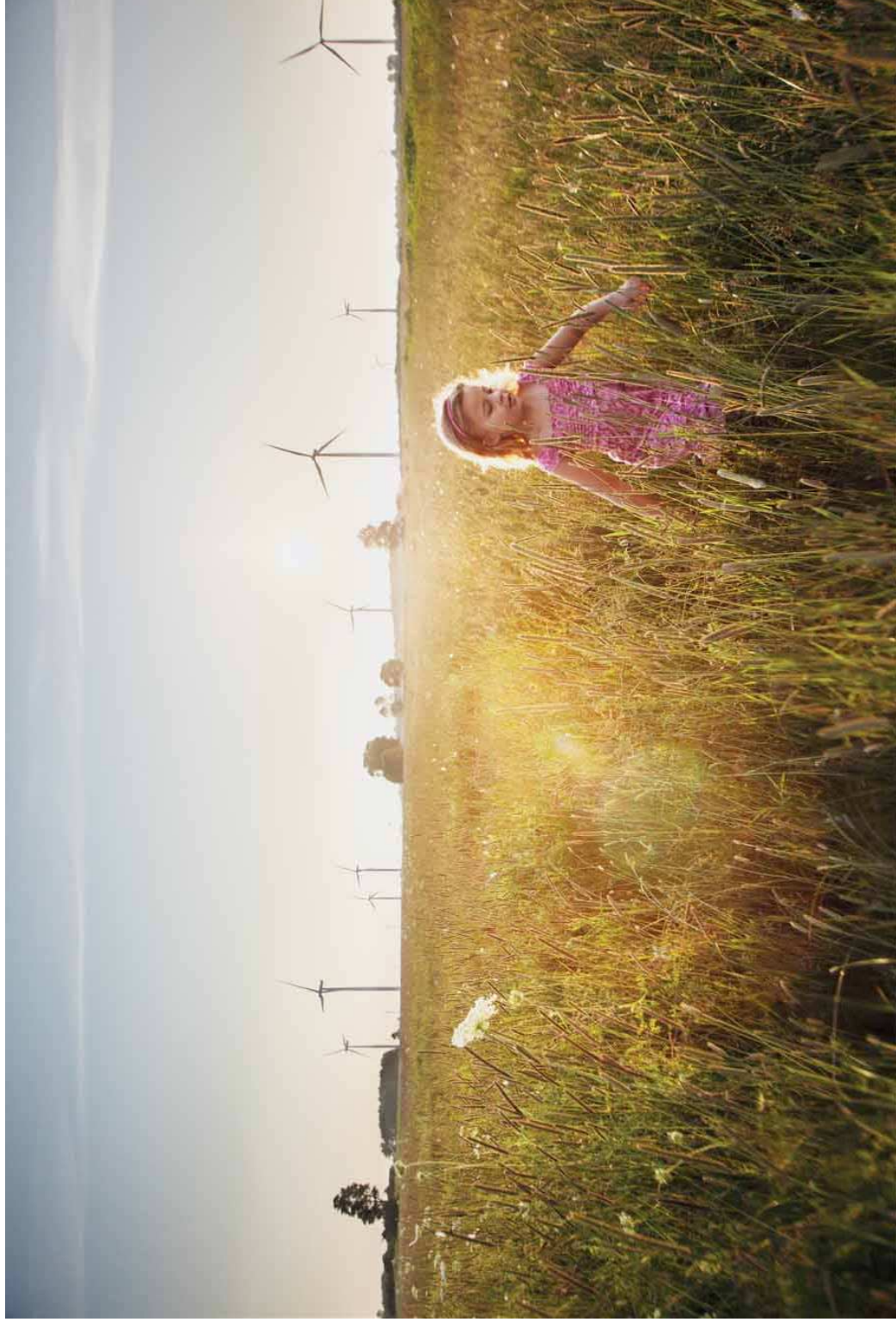
- HOME ASSISTANCE Program
 - Schedule posted on OPA website May 9
 - 20 local electricity distribution companies (LDCs) have registered to deliver this program in their service areas so far
 - Program roll-out will vary by LDC, starting summer 2011
 - LDCs will reach out to their community partners soon
- C&I
 - 77 LDCs registered

Visit our conservation website



saveonenergy.ca

Questions?



Appendix A – Income Eligibility

- **Recipient of one of the following (in the last 12 months):**
 - Ontario Works
 - Ontario Disability Support Program (ODSP)
 - Guaranteed Income Supplement (GIS) Allowance for seniors
 - Allowance for the survivor
 - National Child Benefit Supplement (NCBS)
 - Utility LEAP grant

Appendix A – Income Eligibility (cont'd)

Size of Family Unit	Before-tax Annual Household Income
1 person	\$ 29,931.00
2 persons	\$ 37,261.00
3 persons	\$ 45,810.00
4 persons	\$ 55,617.00
5 persons	\$ 63,081.00
6 persons	\$ 71,144.00
7 or more persons	\$ 79,209.00

Appendix B - LISFH Program Measures Lists

LIGHTING	SPACE HEATING & COOLING
CFLs	Attic Insulation
	Wall Insulation
	Basement Insulation
	Comprehensive Draft Proofing/Weatherstripping/Caulking
HOT WATER HEATING	ENERGY STAR qualified Room/Window AC Replacement
DHW Pipe Wrap	Programmable Thermostat for Electric Baseboard and Electric Furnace
DHW Blanket	
Low Flow Aerator	APPLIANCE & PLUG LOAD
Low Flow Showerhead	ENERGY STAR Qualified Refrigerator (15, 16, 18 or 21 c.f.)
	Chest Freezer Replacement
	ENERGY STAR Dehumidifier Replacement
	Engine Block Timer
	Power Bar with Integrated Timer

Appendix C: C&I Retrofit Program Overview

- **Eligibility Criteria:**
 - Social housing, Part 3 Buildings (common areas, in-suite appliances)
 - Multifamily residential social housing includes all non-profit housing developed, acquired or operated under a federal, provincial or municipally funded program including shelters/hostels.
- **Social housing adder: upfront funding to ease cash flow to support large capital projects**
 - Up to 25% of the estimated project costs up front

APPENDIX C: C&I Retrofit Program Tenant Education

- **Incentive Structure:**
\$200/kW of total demand savings to max. of 10% of total participant incentive
- **Eligibility:**
Facility which houses multiple residential tenants and is a non-residential distribution customer
- **Tenant Education Options:**
Develop a tenant education proposal and submit with the retrofit application for LDC approval consisting of one of the options:
 1. Provision of information to tenants
 2. Information session for tenants
 3. Tenants survey; make available results of survey to tenants

Appendix D - Definition of Social Housing

Residential social housing includes all non-profit housing developed, acquired or operated under a federal, provincial or municipally funded program, including shelters/hostels.

Examples of residential social housing are:

- o Non-profit corporations as outlined in *Social Housing Reform Act 2000*
- o Public housing corporations owned by municipalities directly or through local housing corporations (LHC's)
- o Non-profit housing co-operatives as defined in the Co-operative Corporations Act
- o Non-profit housing corporations that manage/own rural and first nation residential housing
- o Non-profit housing corporations that manage/own residential buildings developed under the Affordable Housing Program
- o Non-profit organizations or municipal/provincial governments that manage/own residential supportive housing, shelters and hostels