

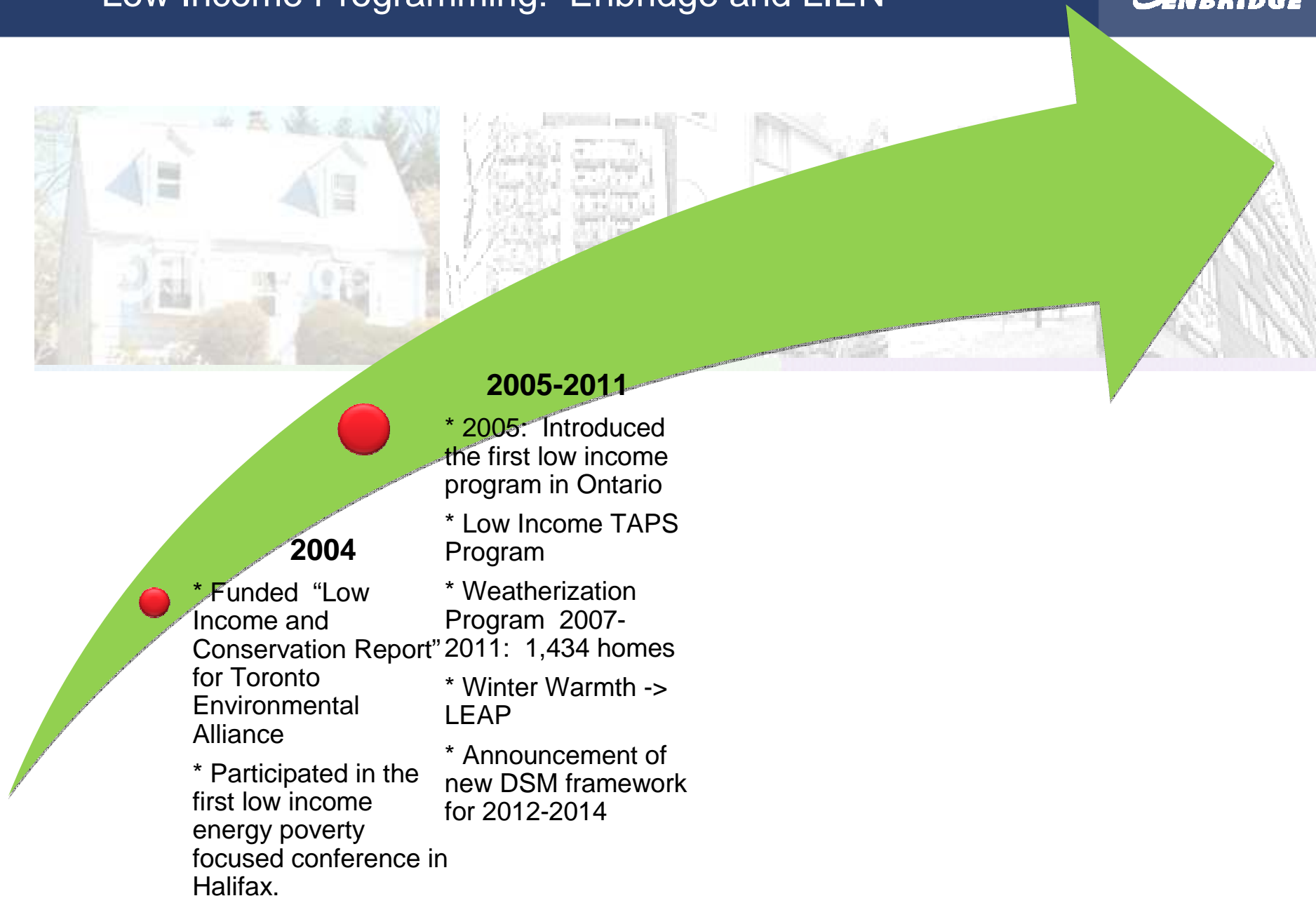
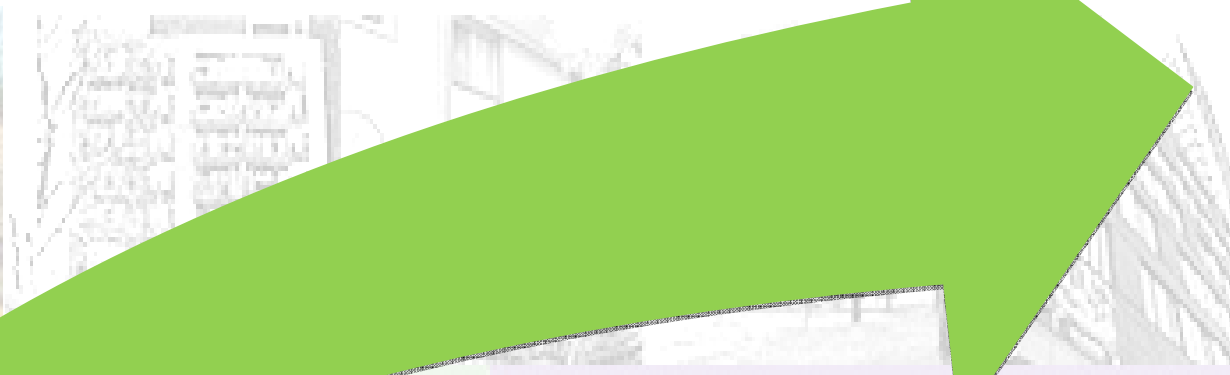
Energy Efficiency Programs for Low Income Consumers

2014 LIEN Annual Conference
March 25, 2014
Erika Lontoc and Jennifer Cittadini



- Largest natural gas utility in Canada
- ~ 2 million residential, commercial and industrial customers
- 160+ years of natural gas distribution experience
- Almost 20 years of energy efficiency programming leadership





2005-2011

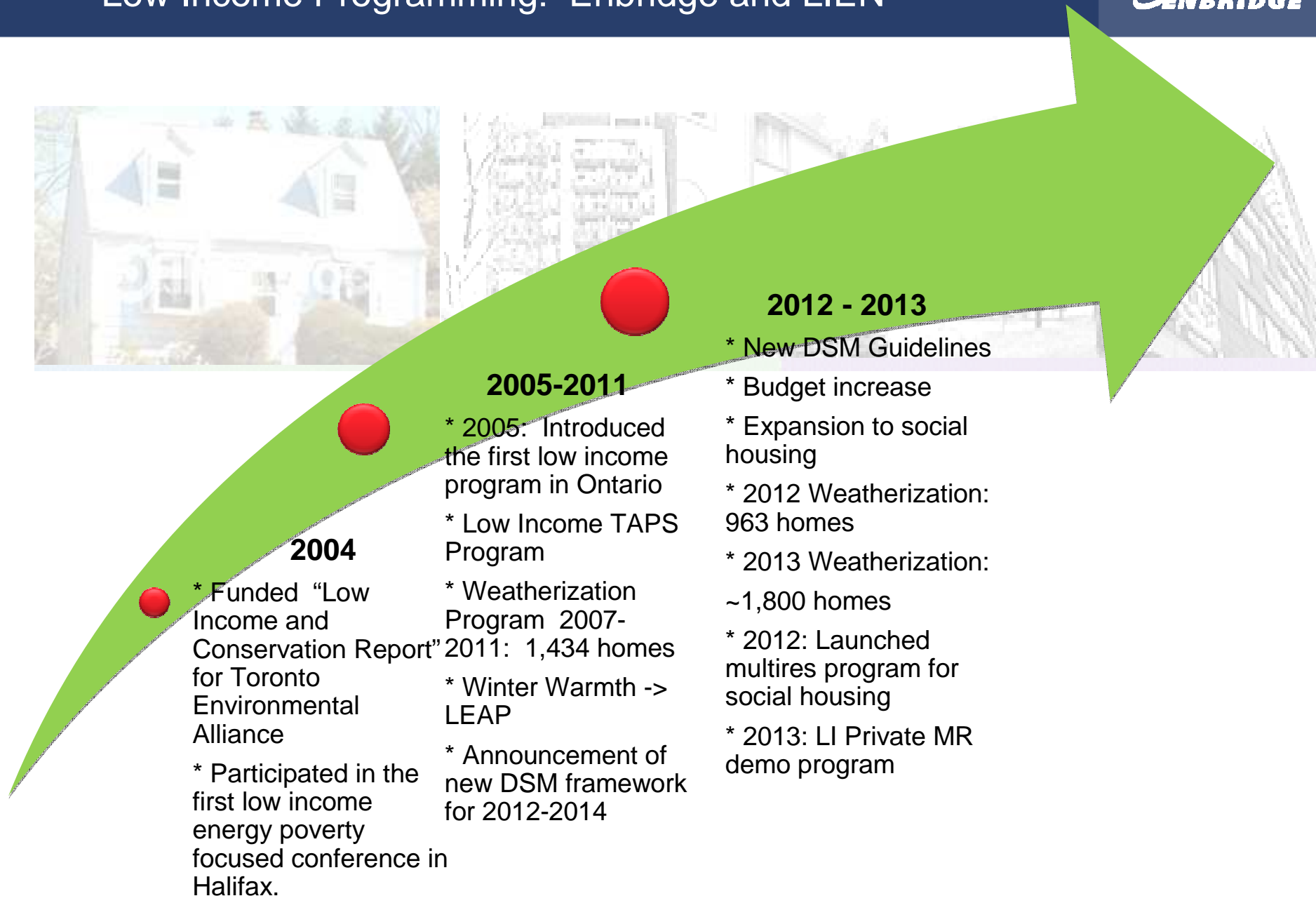
2004

- * Funded "Low Income and Conservation Report" for Toronto Environmental Alliance
- * Participated in the first low income energy poverty focused conference in Halifax.

- * 2005: Introduced the first low income program in Ontario
- * Low Income TAPS Program
- * Weatherization Program 2007-2011: 1,434 homes
- * Winter Warmth -> LEAP
- * Announcement of new DSM framework for 2012-2014

- Ontario Energy Board's Low Income Energy Assistance Program (LEAP)
 - Emergency financial assistance for low-income energy consumers in need
 - More flexible customer service rules
 - ***Targeted conservation programs***
- EB-2008-0346: DSM Guidelines for Natural Gas Utilities
 - Low income program for social and assisted Housing buildings - single family or multiresidential - as part of the low income 'portfolio'
 - Tenants of Part 3 private buildings eligible for in-suite measures only with landlord consent
 - Low income single family homes, owned or rented, will have access to the weatherization program subject to income and building eligibility

Low Income Programming: Enbridge and LIEN



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2012 - 2013

- * New DSM Guidelines
- * Budget increase
- * Expansion to social housing
- * 2012 Weatherization: 963 homes
- * 2013 Weatherization: ~1,800 homes
- * 2012: Launched multires program for social housing
- * 2013: LI Private MR demo program

Energy Efficiency Initiatives

Energy Efficiency Measures
(With Implementation Incentives)

Benchmarking and
Building Performance
Management

20 cents per m3

Capital
Improvements

- Custom - Prescriptive

In-Suite Measures

Energy Audits

1 cent per m3 based on
previous year consumption

Central
boilers,
MUA, BAS

40 cents /
m3

Ventilation
Systems

\$1 / CFM

Showerheads

\$12.50 / unit

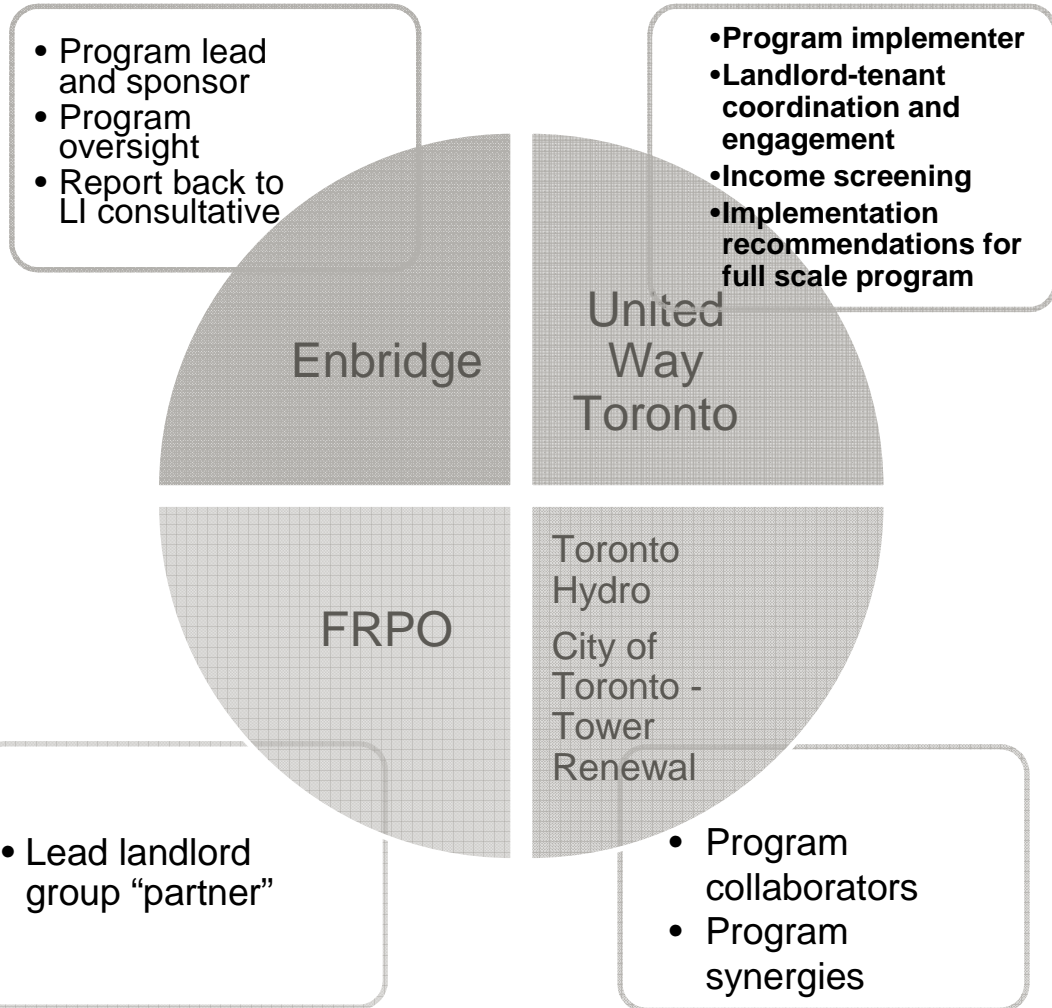
Heat Reflector Panels

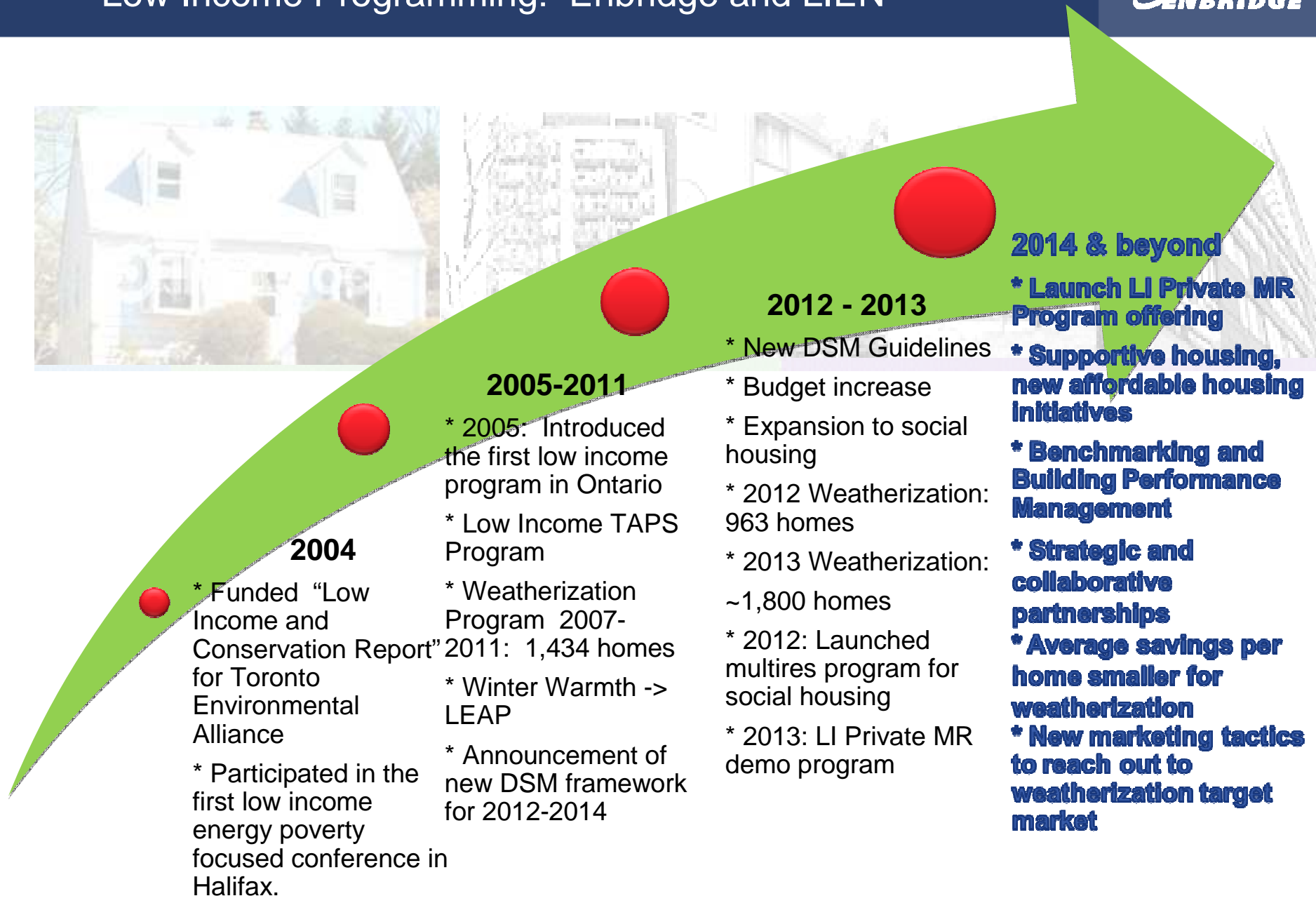
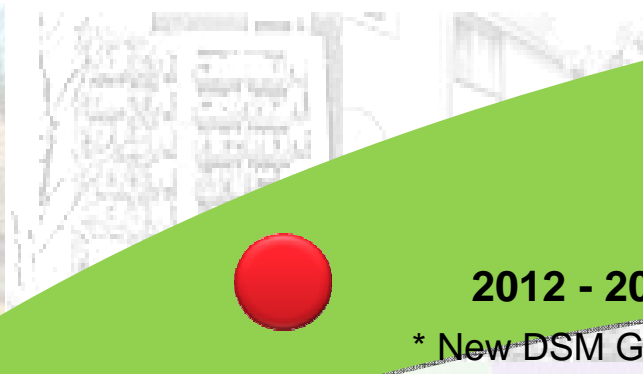
Cost of material

Landlord and
Tenant
Engagement

Program Delivery Agent: **GLOBE-HSC**

Low Income Private Multiresidential Buildings





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2014 & beyond

- * **Launch LI Private MR Program offering**
- * **Supportive housing, new affordable housing initiatives**
- * **Benchmarking and Building Performance Management**
- * **Strategic and collaborative partnerships**
- * **Average savings per home smaller for weatherization**
- * **New marketing tactics to reach out to weatherization target market**

HOME WEATHERIZATION PROGRAM



FREE HOME WEATHERIZATION PROGRAM



Take advantage of this **FREE** program to help you save money and conserve. Our program can:

- Lower your energy bill
- Cut your natural gas use
- Make your home more comfortable
- Help your home conserve energy

enbridgegas.com/weatherization

There are many benefits on how our free program helps people who are in financial need:

- Lower energy bills
- Make your home more comfortable
- Improve home health
- Contribute to a healthier environment

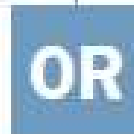
How do I qualify?

- You are an Enbridge Gas Distribution customer
- You pay your own gas bill
- You use natural gas for heating



You have received one of the following Government Assistance Programs:

- Ontario Works
- Guaranteed Income Supplement
- National Child Benefit Supplement
- Allowance for Seniors
- Allowance for Survivors
- Ontario Disability Support Program
- Electric Utility HAP Program
- Healthy Smiles Ontario Child Dental Program



Your gross household income* is not more than:

- One occupant - \$31,923
- Two occupants - \$39,744
- Three occupants - \$48,861
- Four occupants - \$59,322
- Five occupants - \$67,283
- Six occupants - \$75,882
- Seven or more occupants - \$84,484

- Single family homes – detached, semis, row housing. Natural gas space heating. Age of house 30+ years.
- Four community-based organizations contracted to deliver the program:
 - GreenSaver
 - Green Communities
 - EnviroCentre
 - GLOBE
- Free Pre and Post home energy audit
- Measures: Attic, Wall, and Basement insulation, air sealing, draft proofing
- TAPS (Showerheads, Aerators, Programmable thermostat)
- CO Detectors (New for 2014)

DOES YOUR HOME FEEL COLD ?



Why not take advantage of Enbridge Gas Distribution's **FREE** Home Weatherization Program to help you save money and conserve. Our program can:

- Lower your energy bill
- Cut your natural gas use
- Make your home more comfortable
- Help your home conserve energy

Remember, there's no charge for any visits or upgrades. You'll just see a decrease in your energy use – and your energy bills. **It's that simple!**

ENBRIDGE
FREE
HOME WEATHERIZATION
PROGRAM



Take advantage of this **FREE** program to help you save money and conserve. Our program can:

- Lower your energy bill
- Cut your natural gas use
- Make your home more comfortable
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enbridgegas.com/weatherization

Enbridge Gas Distribution T: 1-888-427-8888 F: 416-495-8350 W: enbridgegas.com/weatherization



Senior Urges Others to Enroll in Energy-Saving Programs to Reduce Energy Bills



From left are: Vladan Veljovic, President and CEO of GreenSaver, Chris Tyrrell, Vice President, Customer Care and Chief Conservation Officer, Toronto Hydro, Douglas Brunner, 85-year-old senior and program participant, Jamie Paris, Manager, Residential Energy Solutions, Enbridge Gas Distribution and Gord Miller, Ontario's Environmental Commissioner.

It was smiles all around as 85-year-old Douglas Brunner accepted a symbolic key to his newly energy upgraded home. He has lived at the same address since 1954, and while the house is not new to him, the lower energy bills will be. Mr. Brunner received several thousand dollars in energy efficient home improvements free of charge through Enbridge's Home Weatherization Program and Toronto Hydro's saveONenergySM HOME ASSISTANCE program. These upgrades will save him hundreds of dollars every year.

"I tell all of my neighbours and people at our neighbourhood seniors' centre - don't delay, pick up the phone and check out these energy saving programs," said Mr. Brunner. "Enbridge and Toronto Hydro are providing an important and valuable service for seniors like me. I can't thank the GreenSaver folks enough for coordinating all this work and making it so painless."

Enbridge's Home Weatherization Program is designed to help households in financial need reduce their energy bills and make their home more energy efficient. For more information, eligibility requirements and how to apply, visit www.enbridgegas.com/weatherization.

CONTACT INFORMATION



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EnviroCentre

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Tel: 613-656-0100
Fax: 613-562-3361
Email: enviro@envirocentre.ca

Green Venture

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Email: contact@greenventure.ca

GreenUP

Energy Efficiency Services
378 Aylmer Street North
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200
Fax: 705-745-4413
Email: energy@greenup.on.ca

Environment Network

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Fax: 705-446-0561
Email: info@environmentnetwork.org

Windfall Centre

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