

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 and creating a culture of conservation across the province



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

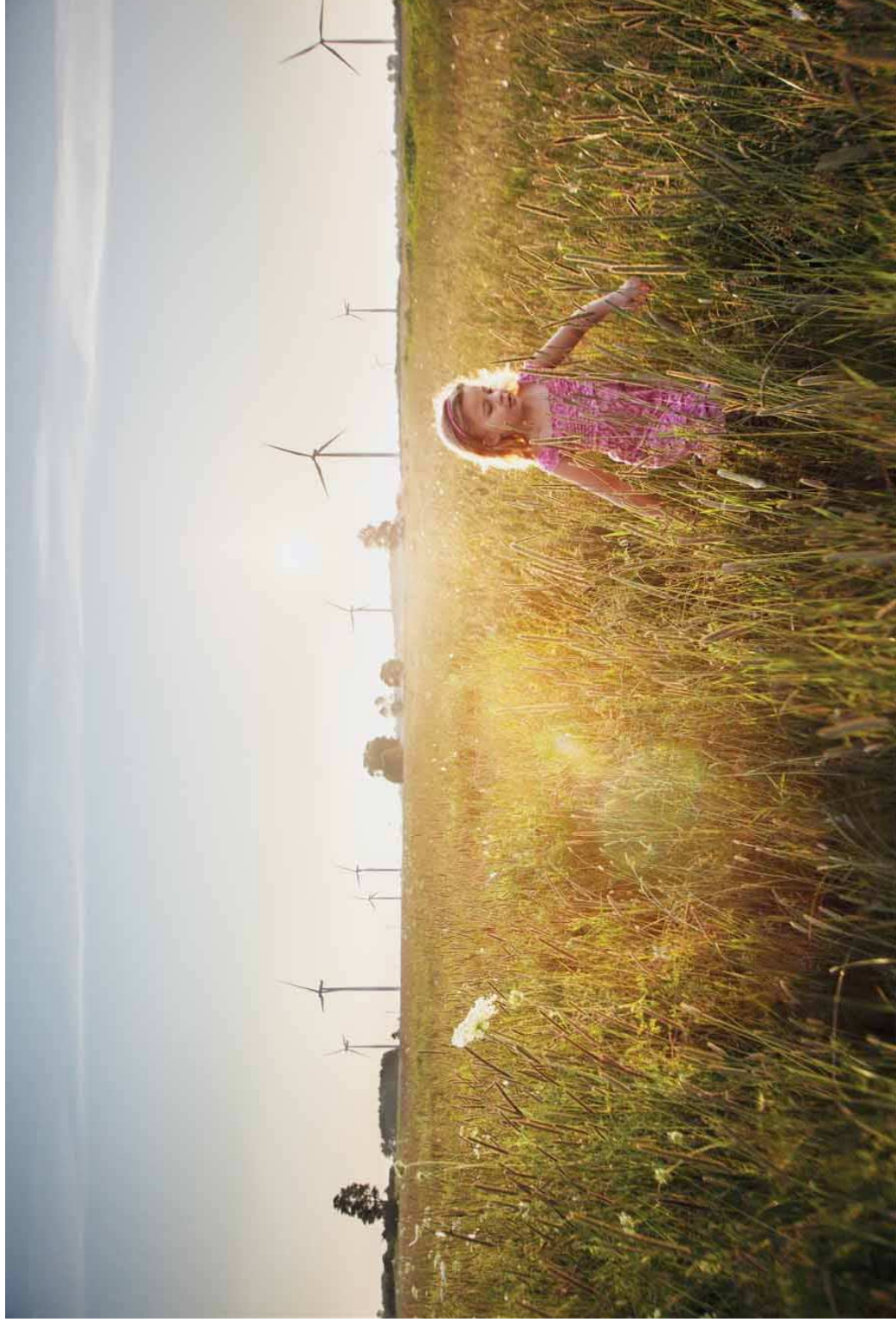
- HOME ASSISTANCE Program
 - Schedule posted on OPA website May 9
 - 20 local electricity distribution companies (LDCs) have registered to deliver this program in their service areas so far
 - Program roll-out will vary by LDC, starting summer 2011
 - LDCs will reach out to their community partners soon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