

Home Assistance Program

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Who We Are and What We Do

The Independent Electricity System Operator (IESO) works at the heart of Ontario's power system – ensuring there is enough power to meet the province's energy needs in real time while also planning and securing energy for the future. It does this by:

- Planning
- Ensuring Supply
- Operating the Grid
- Engaging Stakeholders
- Promoting Conservation

Agenda

- Putting Conservation First
 - Key Features
 - Energy Conservation Agreement (ECA) & Conservation & Demand Management (CDM) Plan
- Home Assistance Program (HAP)
 - Current Home Assistance Program
 - Results-to-date
 - 2014 Enhancements
 - Version 2.0 HAP - *proposed*

Putting Conservation First

- Conservation provides the cleanest and most cost-effective alternative to building new generation
- The Conservation First Framework aims to reduce electricity consumption by 8.7 TWh – the equivalent of powering Mississauga and Sudbury for a year – by Dec. 31, 2020
- According to Ontario's Long-Term Energy Plan, conservation will offset almost all demand growth out to the year 2032
- IESO and Local Distribution Companies (LDCs) working together to offer conservation programs to Ontarians
 - IESO coordinates and funds LDC conservation programs
 - many programs launched under the saveONenergy brand, offering incentives and programs for residential and business customers



Key Features of Conservation First Framework

- A single six-year budget that includes all required funding for q CDM Plan including customer incentives and administration costs.
- Performance incentives for achieving and exceeding the allocated target can be up to approximately 10% and possibly more should the LDC take on additional target
- Flexibility to reasonably reallocate target and budget between years and between programs at LDC discretion
- Minimum performance criteria:
 - as requested in our direction from the Minister of Energy
- A more specific target allocation methodology
- Requirement to service all sectors, including Low Income

Energy Conservation Agreements

- The contractual relationship between the IESO and LDCs under the new Conservation First Framework
 - Signed after the IESO approves of LDC Conservation and Demand Management (CDM) plans; this process is currently ongoing
- Provides LDCs with **long term, stable funding for CDM programs**
 - Flexibility to allocate a six year budget as they see fit for cost-effective delivery of programs
- LDCs given **flexibility** and **autonomy** to design and deliver conservation programs that meet local needs, in addition to province-wide programs
- Encourages **regional collaboration** and **cooperation with natural gas utilities**
- Energy efficiency targets based on achievable potential in the LDC service territory

Program Elements: Current HAP

- The **saveONenergy HOME ASSISTANCE** program helps qualified Ontario homeowners, tenants and social and/or assisted housing providers improve the energy efficiency of their homes.

Participating in the program can help reduce energy use, help manage energy costs and improve home comfort.

The energy efficiency and comfort of your home could be significantly improved through the installation of:

- energy-saving light bulbs
- a power bar
- a low-flow showerhead (in homes with electric water heating)
- faucet aerators (in homes with electric water heating)

How to Qualify for HAP

- **To qualify the applicant must:**
 - Live full time in an Eligible Home;
 - Be the primary or secondary account holder listed on the utility bill;
 - If you are a tenant you must have the written consent of your building's owner or manager to join the program
- **You must also meet one of the following three conditions:**
 - You rent or lease a home qualified as Social and/or Assisted Housing (In this case, the requirement to be a utility bill account holder is waived);
 - You have been benefitting from one of the following social programs for a year:
 - National Child Benefit Supplement
 - Allowance for the Survivor
 - Guaranteed Income Supplement
 - Allowance for Seniors
 - Ontario Works
 - Ontario Disability Support Program
 - Utility LEAP grant (in last 12 months)

Income Eligibility for HAP

- You have an annual household income equal to or below the following levels (before-tax income of all permanent household members, age 18 or older):

Number of Occupants	Pre-tax Household Income
1 Occupant	\$32,212
2 Occupants	\$40,103
3 Occupants	\$49,302
4 Occupants	\$59,859
5 Occupants	\$67,892
6 Occupants	\$76,569
7 Occupants or more	\$85,248

HAP Eligible Buildings

- **To be eligible the home must:**
 - Be the participant's full time residence
 - Be in the Local Distribution Company service area
 - Must not have already received any Eligible Measures under this program
- **Plus one of the following:**
 - Be 3 or fewer storeys in height, and be less than 6,400 sq. ft.

2014 Enhancements

- Greater LDC flexibility in managing total resource cost on portfolio basis – increased opportunities for energy efficiency retrofits in participating homes;
- Allow re-entry to install additional measures
- Increased cost cap and savings for refrigerator measures – potential for increased choice/options for participating customers
- Updated LICO levels – expanded eligibility for potential participants

Home Assistance Program Results-to-date

Metric		2011	2012	2013	2014*
Number of Homes		46	5,033	26,756	15,799
Net Incremental Peak Demand Savings (kW)		2	566	2,361	1,426
Net Incremental Energy Savings (kWh)		39,283	5,442,232	20,987,275	12,529,701
Program-to-Date Unverified Progress to Target	2014 Net Annual Peak Demand Savings (kW)				4,329
	2011-2014 Net Cumulative Energy Savings (kWh)				70,479,614

Program Elements: Version 2 HAP

- Business Case submitted – awaiting approval
- Changes proposed:
 - Increased measure cost caps
 - Introduction of new measures (LEDs, drying racks)
 - Reduced Audit funding
 - Increased Health and Safety repair budget
 - Improved eligibility & greater value for tenants
 - Removal of social housing (where Provider has bill responsibility)
 - Updates to Audit & Retrofit protocols:
 - Enhanced Education Module
 - Inclusion of natural gas measures (TBD)

Questions?

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