2007 NSUARB-P-886

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-1: **Provide the actual or closest estimate of total number of domestic households served by NSPI and an estimate of the total number of individuals who depend on NSPI for their electricity in Nova Scotia for 2005 and 2006?**

Response IR-1: The total number of domestic households served by NSPI is estimated to be 391,000 for 2005 and 396,000 for 2006. This was calculated by taking the average NSPI total residential customer counts for the corresponding years, and subtracting seasonal accounts (cottages) and charitable rate customers.

Population forecasts from the Conference Board of Canada are 938,000 for 2005 and 937,000 for 2006. Most Nova Scotians depend on NSPI for their electricity, either served directly from NSPI or indirectly through a municipal utility.


Mother Nature's
To-Do List
· Empty Compost Bin
· Get Speckles Neutered
· Hammer Nova Scotia
with rain and ~~SC~~
110 Km/hr winds
· Clean bathroom

Despite our best efforts at Nova Scotia Power, major storms can cause power outages.

Mother Nature isn't always the nurturing, loving, pleasant woman she's made out to be. Sure, she blesses us with food to eat, gentle rainfalls and cooling summer breezes. But should the mood strike her, she also curses us with howling winds and torrential downpours. And unfortunately, the worse the weather gets the greater the potential for outages.

When Nova Scotia Power knows bad weather is coming, we prepare by calling in extra power crews, stationing them around the province and staffing up our call centre. And we hope this booklet helps you prepare should an unexpected outage occur this storm season. Take a few minutes to read through it for important information and tips on how to minimize the discomfort of a power outage.





How can you prepare for storms and other emergencies?



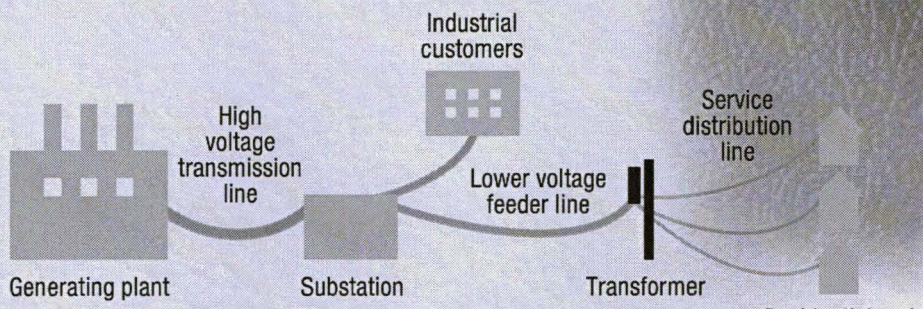
- Track bad weather by following local news station weather reports and/or visiting **www.weatheroffice.ec.gc.ca**
- Have an emergency kit with flashlights, a battery-operated radio and fresh water.
- Visit **www.gov.ns.ca/emo** for more useful tips on emergency kit contents.
- Turn off and unplug electrical equipment such as TVs, VCRs and computers.
- If you are on a well, fill your bathtub with water and have a bucket to use to flush your toilet.
- Know how to manually operate your automatic garage door.
- Ensure backup generators are installed by a qualified electrician and follow the manufacturer's safety instructions. Never place a portable generator indoors.
- If using candles or portable heaters, keep them away from curtains or other flammable materials.
- Make a trip to the bank for cash and the gas station to fill up your vehicle.

Open 24 hours a day

NSPI Outage Line 1-877-428-6004 **In Halifax 428-6004** **TTY 1-800-565-6051**

How our system works.

When the power goes out, our first priority is to restore your service safely and as quickly as possible. Here's how we get electricity to you:

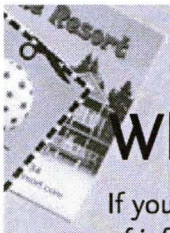


- Our **generating plants** make electricity
- Power is distributed over high voltage **transmission lines**
- **Substations** send power to feeder lines
- Lower voltage **feeder lines** send power to areas serving 1,000 to 6,000 customers
- **Transformers** convert power to lower voltages used in homes and businesses
- **Service distribution lines** take power from transformers to your house

How does power get restored?

Our goal is to restore service to the largest number of affected customers first.

- First, we check the overall system, repairing damage to power plants, high voltage transmission lines and substations so we have power to restore to customers.
- Then, we focus on critical services like hospitals, police, fire, water and communications systems. We work with Nova Scotia Emergency Management Office to address health and safety issues quickly.
- Next, we make repairs that will return service to the largest number of customers in the least amount of time, such as high-density housing and large neighbourhoods.
- Once major repairs have been made, we work to restore small groups and individual customers.

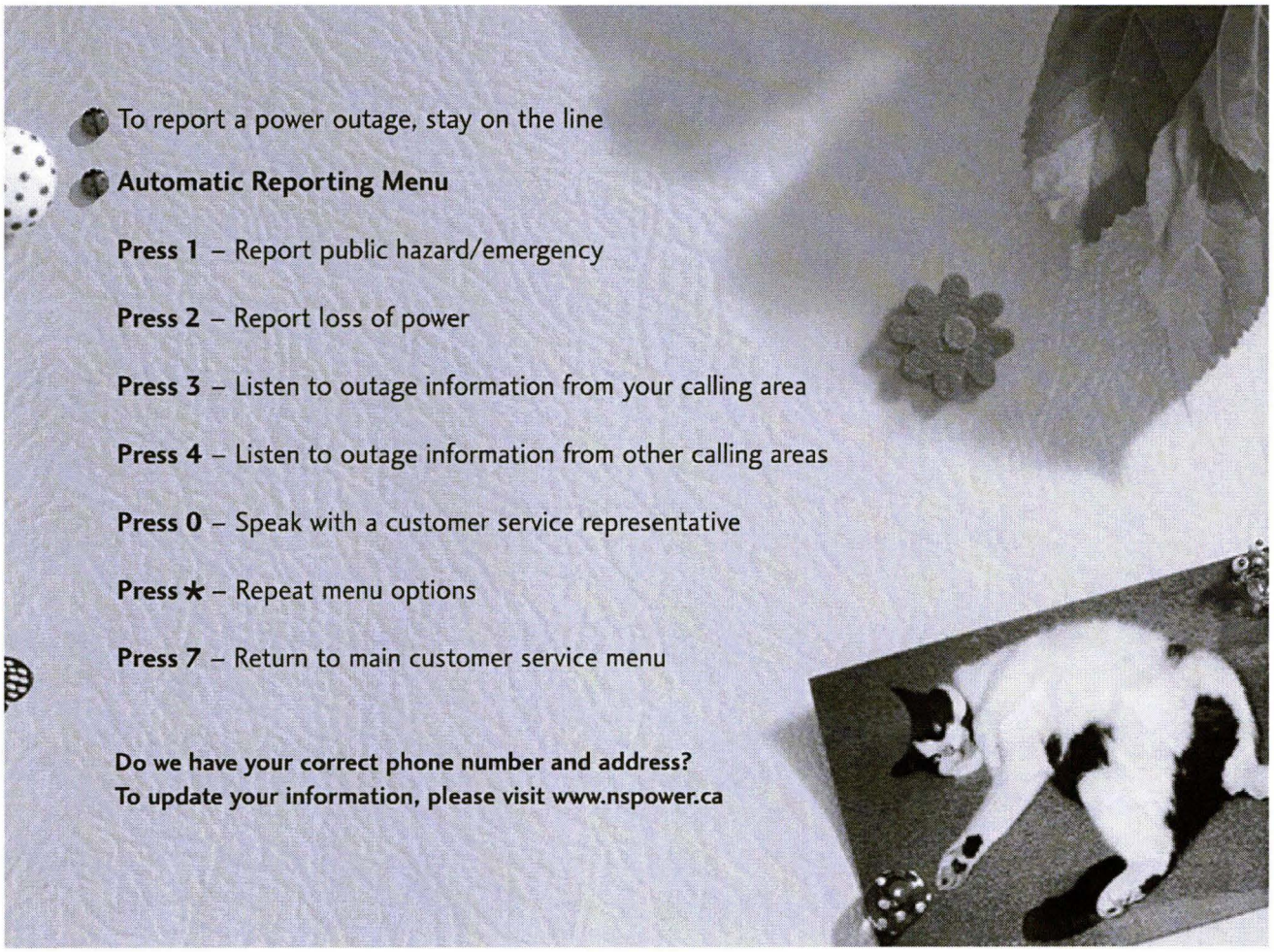


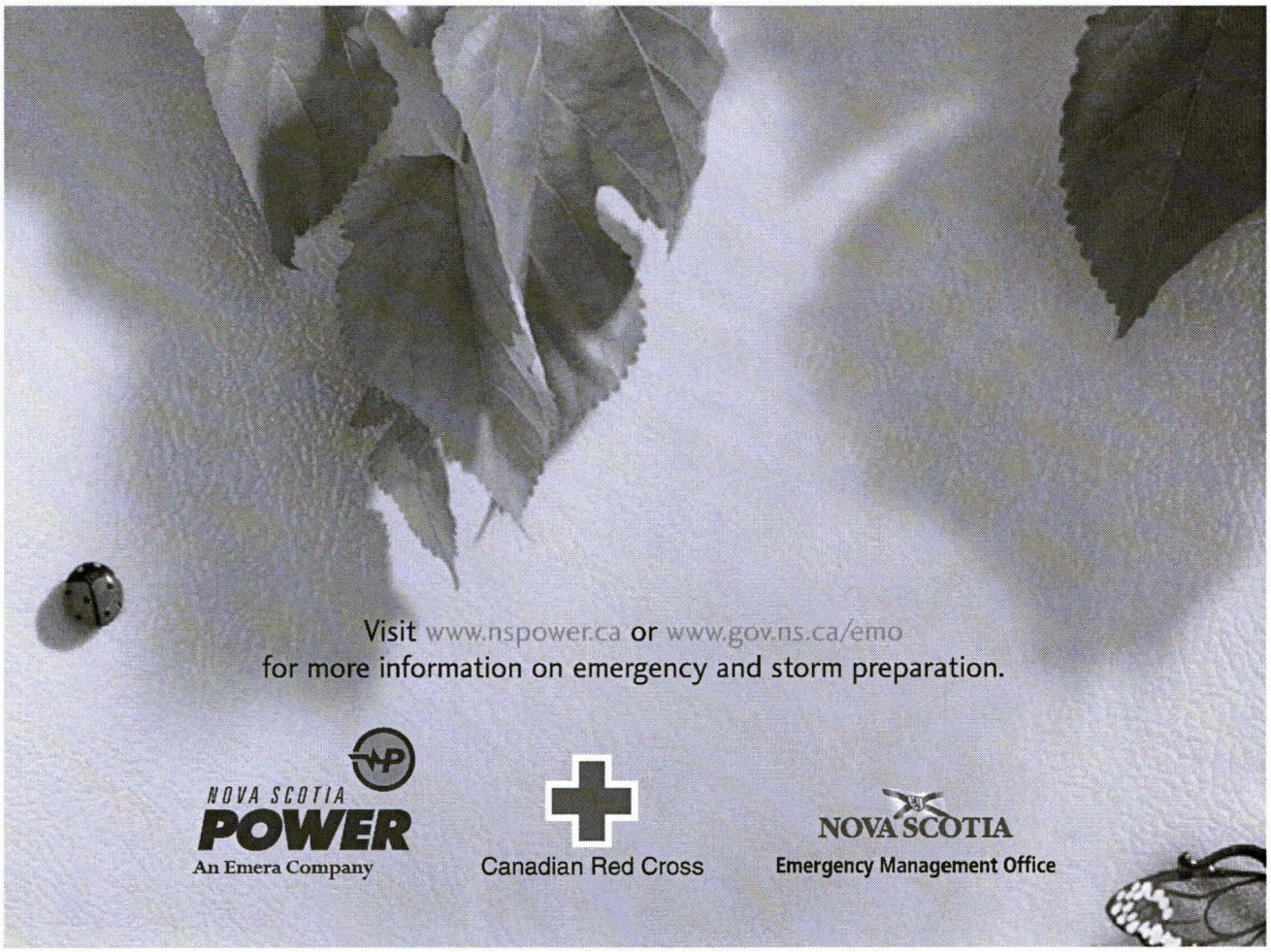
What happens when you call us?

If your power goes out you can call Nova Scotia Power. Here's the kind of information you can expect along the way:

- **NSPI Outage Line 1-877-428-6004**
  In Halifax 428-6004
  TTY 1-800-565-6051
  Open 24 hours
- **Automatic Information System**
  Provides information based on telephone calling exchanges in your local calling area
- Automatically provides information about known outages in your area
- Improved messaging now includes:
  - Location of outage
  - Cause of outage, if known
  - Estimated time power will be back on




To report a power outage, stay on the line
Automatic Reporting Menu
Press 1 – Report public hazard/emergency
Press 2 – Report loss of power
Press 3 – Listen to outage information from your calling area
Press 4 – Listen to outage information from other calling areas
Press 0 – Speak with a customer service representative
Press * – Repeat menu options
Press 7 – Return to main customer service menu
Do we have your correct phone number and address?
To update your information, please visit www.nspower.ca


Visit www.nspower.ca or www.gov.ns.ca/emo
for more information on emergency and storm preparation.
NOVA SCOTIA
POWER
An Emera Company
Canadian Red Cross
NOVA SCOTIA
Emergency Management Office

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-2: **Provide the actual or closest estimate of total number of domestic households served by NSPI and an estimate of the total number of individuals who depend on NSPI for electricity to heat their homes in Nova Scotia for 2005 and 2006?**

a. Please state number of above households for which electricity is the main source of energy for heat.

Response IR-2: Please refer to AEC IR-1 for the number of domestic households served by NSPI.

a. The number of households where electricity is the main source of heat is estimated to be 118,000 for 2005 and 124,000 for 2006. This was calculated by using NSPI's estimates for electric heat penetration (30.2 percent for 2005 and 31.4 percent for 2006) multiplied by the estimated number of domestic households served by NSPI.

NOVA SCOTIA UTILITY AND REVIEW BOARD

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-3: **Provide the total value of the revenue received by NSPI from the domestic class in dollar terms and as a percentage of total revenue to NSPI using current rates?**

Response IR-3: Please see response to AEC IR-4.

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-4: **Provide the same information, using the rates for all classes, as requested in the current Application?**

Response IR-4: Please refer to Attachment 1.

Nova Scotia Power Inc.
Detail of Electric Revenue
Years Ended December 31st

2007 Financial Outlook

	(4) Present Rates Test Year Forecast 2007	Present Rates % Share	(5) Proposed Rates Test Year Forecast 2007	Proposed Rates % Share
Residential	**$481.6**	**43.6%**	**$524.8**	**44.2%**
General				
Small general	28.1	2.5%	$30.2	2.5%
General	244.3	22.1%	$252.8	21.3%
Large general	32.9	3.0%	$35.8	3.0%
Total General	**305.3**	**27.6%**	**318.8**	**26.9%**
Industrial				
Small industrial	23.0	2.1%	$24.7	2.1%
Medium industrial	46.8	4.2%	$50.2	4.2%
Large industrial	68.9	6.2%	$74.5	6.3%
GRLF	1.2	0.1%	$1.2	0.1%
Mersey Basic Block	7.3	0.7%	$7.3	0.6%
Mersey Additional Energy	10.3	0.9%	$11.1	0.9%
Extra large industrial interruptible	100.7	9.1%	-	0.0%
Real time pricing	11.7	1.1%	-	0.0%
Extra large industrial interruptible - 2/2P-RTP	-	0.0%	$124.9	10.5%
Total Industrial	**269.8**	**24.4%**	**293.9**	**24.8%**
Other				
Municipal	15.0	1.4%	$16.6	1.4%
Unmetered	24.4	2.2%	$24.2	2.0%
Total Other	**39.4**	**3.6%**	**40.7**	**3.4%**
Total In Province Electric Revenue	**1,096.1**	**99.2%**	**1,178.2**	**99.3%**
Export Sales	**8.5**	**0.8%**	**$8.5**	**0.7%**
Total Electric Revenue	**$1,104.6**	**100.0%**	**$1,186.8**	**100.0%**

Notes:
1) Figures presented reflect whole numbers which may cause $0.1M in rounding differences on some line items.

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-5: **As a follow up to 2004 UARB IR-230 (d) and 2005 AEC IR-13, what is the average monthly domestic consumption for 2005 and 2006 (YTD)?**

Response IR-5: NSPI assumes the question refers to residential customer consumption. The average monthly residential customer consumption for 2005 and 2006 YTD is seen in the table below.

	Month													
	Jan	**Feb**	**Mar**	**Apr**	**May**	**Jun**	**Jul**	**Aug**	**Sep**	**Oct**	**Nov**	**Dec**	**Total**	**Avg.**
2005	1,145	955	963	794	805	614	621	642	595	702	742	917	9,494	791
2006	1,016	1,006	944	802	690	603	608	595	589	n/a	n/a	n/a	6,854	762

The numbers were calculated by dividing the total residential sales for each month by the total customer count for each month, rounded to the nearest whole number. These values are not weather adjusted. Residential sales includes all residential rate classes including charitable rate, seasonal rate and the Time of Day rate.

Monthly domestic consumption varies with weather conditions and other factors throughout the year.

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-6: **What is the average monthly domestic consumption in dollar terms using today's rates for 2006?**

a. For households who include electric heat;
b. For households without electric heat.

Response IR-6: Please see response to AEC IR-7.

NOVA SCOTIA UTILITY AND REVIEW BOARD

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-7: **What will be the average monthly domestic consumption in dollar terms if the Application is granted?**

a. For households who include electric heat;
b. For households without electric heat.

Response IR-7: See the table below. Please note that average monthly bills[1] reflect one month of consumption and are before taxes.

	Average Monthly Bill at current rates	Average Monthly Bill at proposed rates	$ increase	% Increase
Non-All Electric (without electric heat)	$80.69	$87.79	$7.10	8.8%
All-Electric (with electric heat)	$146.22	$159.98	$13.77	9.4%

[1] Note: Provided in response to the question, however residential customers are billed bi-monthly, not monthly.

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-8: **Please provide information on how many domestic customers entered into more than one payment agreement in 2005 and 2006?**

Response IR-8: The number of customers who have entered into multiple payment agreements is:

2005	33,194
2006 YTD	32,258 (as of October 31, 2006)

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IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-9: **Please provide the following information relevant to Regulation 6.1 for 2005 and 2006:**

a. **What were the total number of disconnections for domestic customers in 2005 and 2006;**
b. **How many of those customers use electricity to heat their homes?**
c. **Please provide a breakdown of the months of the year when these disconnections occurred?**
d. **How many of these disconnections were the result of non-payment [under Regulation 6.1(a)(1)]?**
e. **How many of these disconnections were the result of failure to comply with a Payment Agreement [under Regulation 6.1(a)(3)]?**
f. **How many of these disconnections were the result of misrepresentation of identity [under Regulation 6.1(a)(5)]?**
g. **How many of these disconnections were the result of refusal of service according to Regulation 2.1[under Regulation 6.1(a)(6)]? Please specify the number of disconnections by category under Regulation 2.1?**
h. **How many of these disconnections were the violation of rules [under Regulation 6.1(a)(7)]? Please provide a description of the exact rule violations?**
i. **How many of these disconnections were the result of failure to pay a deposit [under Regulation 6.1(a)(8)]?**
j. **What was the average period of disconnection?**
k. **What was the average cost to the customer of a disconnection?**
l. **Under 6.1(b)(1) how many door knob notices were served?**
m. **How many notices were served by first class mail?**

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Response IR-9:

a. The number of domestic customers' disconnections relevant to Regulation 6.1 was:

2005 2,838
2006 YTD 1,418 (as of October 31, 2006)

b. Based on rate code, the number of these customers who use electricity to heat their homes is estimated as:

2005 828
2006 YTD 399 (as of October 31, 2006)

c. These disconnections occurred in the following months:

	2005	2006
January	0	2
February	5	6
March	3	5
April	475	78
May	476	261
June	417	257
July	354	257
August	324	224
September	276	118
October	278	210
November	229	N/A
December	1	N/A

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Response IR-9: (cont'd)

d-i. NSPI does not track this information.

j. The average period of disconnection is measured as:

2005 6.6 days
2006 7.2 days

k. The cost to the customer of a disconnection will depend on the method of final notice prior to disconnection. If the final notice is delivered via regular mail, the only cost would be a reconnection charge of $21.00. If the final notice is delivered by registered mail, the cost would be the delivery charge of $8.00 plus the reconnection charge of $21.00. If the final notice is delivered by NSPI field staff, the cost would be the delivery charge of $15.00 plus the reconnection charge of $21.00.

l. The number of final notices of disconnection delivered by NSPI field staff was:

2005	3,774
2006 YTD	2,980 (as of October 31, 2006)

m. The number of final notices of disconnection delivered by registered mail was:

2005	5,128
2006 YTD	4,386 (as of October 31, 2006)

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-10: **Please provide responses to question 9, disaggregated by sex, family type, location, receipt of social assistance or Old Age Security.**

Response IR-10: NSPI does not have this information.

NOVA SCOTIA UTILITY AND REVIEW BOARD

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-11: **Please provide the following information relevant to Regulation 6.2 for 2005 and 2006:**

a. How many domestic customers received more than one visit for the purpose of disconnecting electrical service? What was the maximum number of visits?

Response IR-11: The number of domestic customers who received more than one visit for the purpose of delivering a final notice of disconnection is estimated to be:

2005	288
2006 YTD	318 (as of October 31, 2006)

The maximum number of visits to a domestic customer for the purpose of delivering a final notice of disconnection is estimated to be:

2005	4
2006 YTD	3 (as of October 31, 2006)

The number of domestic customers who were disconnected for non-payment more than once in 2005 and 2006 is estimated to be:

2005	86
2006 YTD	19 (as of October 31, 2006)

The maximum number of disconnections for non-payment of a domestic customer in 2005 and 2006 is estimated to be:

2005	3
2006 YTD	3 (as of October 31, 2006)

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Response IR-11: (cont'd)

NSPI's estimates are based on data queries carried out on our Customer Information System database.

NOVA SCOTIA UTILITY AND REVIEW BOARD

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-12: **What is the Company's policy with regards to disconnection of domestic customers during the winter months?**

a. Would NSPI support a regulatory change to reflect that electrical power to domestic customers cannot be disconnected from November 30 to April 30?

b. If not, what regulatory changes would NSPI support to reflect higher rates and their impact during the heating season?

Response IR-12: During the winter months, the following procedures are followed for accounts subject to disconnection:

- Efforts are made to contact the customer and negotiate payment arrangements. Contacts, and contact attempts, must be documented with specific date and time. A minimum of three contact attempts must be made prior to requesting delivery of Final Notice of Disconnection.
- The delivery of Final Notice of Disconnection is required in all cases.
- An additional contact will be made after expiry of the Final Notice of Disconnection, and prior to request for disconnection.
- Proposed disconnections will first be approved by the Collections Supervisor.
- Weather conditions will be considered. If temperatures are forecast to be cold, or stormy conditions exist, the disconnection will not occur.
- Service will not be disconnected due to the non-payment of a security deposit.

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Response IR-12: (cont'd)

- If the premise is not owner-occupied (for example, occupant is renting), an attempt will be made to contact the owner to advise of the pending disconnection and to ensure the property is winterized.

a) No. NSPI's current practices are appropriate.

b) NSPI's approach is to help customers as follows:

1. Controlling the costs the Company can control. NSPI notes that its Operating, Maintenance & General (OM&G) costs in this Application are unchanged from 2006C, except for pension. NSPI also notes that while it is true that electricity prices have risen in recent years, the cost of home heating oil (the heating source for most Nova Scotians) has risen by much more (62 percent from September 2002 to September 2006).

2. By providing customers with information and advice on how they can reduce their consumption and save money on their bills. Please refer to UARB IR-39(b) for examples of bill inserts. In addition, NSPI's proposed Demand Side Management plan, filed on September 8th, recommends a portion of dollars invested be targeted specifically to low income customers.

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-13: **Please provide a breakdown of domestic customer disputes by type of dispute and the outcome (of finding for the Company or the customer) for the years 2004-2006.**

Response IR-13: A dispute is defined as a customer billing, credit, collection or electrical supply inquiry NSPI and the customer were unable to resolve.

The customer may direct their concern to the Dispute Resolution Officer (DRO). The customer concern is first reviewed by a NSPI Customer Relations Officer and may be resolved at that time.

If the Customer Relations Officer and the customer are unable to resolve the issue, the DRO will assume responsibility. The DRO considers both sides and renders a decision.

The following table shows the total number of disputes by category including those disputes resolved by Customer Relations Officers, elevated disputes, and the outcome from the DRO.

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Response IR-13: (cont'd)

Year	Collection Type	Billing Type	Electrical Service Type	Miscellaneous Type	Total Disputes	Resolved by Customer Relations	Disputes Elevated to DRO	DRO Findings (in favour of)
2004	164	9	3	3	179	149	30	NSPI 16 Customer 14
2005	171	36	6	2	215	194	21	NSPI 8 Customer 13
2006 YTD*	83	13	4	2	102	87	15	NSPI 9 Customer 6

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-14: **In 2005 IR-8, the Affordable Energy Coalition sought information from NSPI regarding statistics that NSPI might have on fire or asphyxiation related incidents caused by alternative heating or lighting sources. In 2005, NSPI indicated that the Company did not track this information.**

a. Is the Company now tracking this information currently? If the answer is yes, please disclose any information tracked.

b. What efforts is NSPI making to prevent such incidents?

Response IR-14: a) No.

b) NSPI is involved directly and indirectly in a range of programs to raise awareness and promote safe behavior in the community. For example, NSPI representatives deliver talks on safety to elementary students in schools throughout the province.

NSPI also works with the Emergency Measures Organization (EMO) to promote proper installation of back-up generators.

In a recent mailing, NSPI provided information to customers regarding preparation for power outages, including safe installation of a generator and safe use of alternative lighting or heating sources (these specific tips are detailed on page 3 of Attachment 1).

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RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-15: **Please provide the current guidelines for the Good Neighbour program?**

Response IR-15: Please refer to Attachment 1.

The Salvation Army

Community and Family Services
2038 Gottingen Street
Halifax, Nova Scotia
B3K 3A9

Phone: (902) 422-1598
Fax: (902) 492-0319

Dartmouth

Phone: (902) 466-6847
Fax: (902) 466-3657

GOOD NEIGHBOUR ENERGY FUND INFORMATION

Introduction

1.1 What is the Good Neighbour Energy Fund?

The Good Neighbour Energy Fund is a winter heating assistance program sponsored by Nova Scotia Power Corporation, its customers and employees; and administered through The Salvation Army.

The Good Neighbour Energy Fund is designed to assist low-income families with their winter heating costs, once every five (5) years. The Fund seeks to assist families in extreme emergency, especially ones with no other resources available to them.

The Fund can assist families with any type of winter heat, whether fuel oil, propane, wood or coal up to a maximum of $ 250.00, and electric bills up to a maximum of $ 250.00 based on current amount owing. With the high price of oil this year, the maximum limit is subject to change.

1.2 History of the Good Neighbour Energy Fund

The Good Neighbour Energy Fund is modeled after a program that ran for ten years in Newfoundland called *Share the Light*.

The first Good Neighbour Energy Fund began in December 1997 and ran until March 1998. During that time the fund ran on a budget of $15,000, a corporate donation from NSP.

In the second year of the Fund, which ran from January to May 1999 over 200 families were assisted and the budget expanded to over $50,000.

In 2005, the Good Neighbour Energy Fund assisted 415 families, with just over $98,000 in donations.

Karl Lange
GNEF Administrator
(902) 422-3435

3. Applying for Assistance

3.1 Who can apply

3.1.1 General Eligibility

Due to the great demand for heating assistance, the Good Neighbour Energy Fund can only assist a family once every five (5) years. This applies to each member of the household. If a member of the household moves out and applies for assistance at his new residence he is not eligible due to the fact that he was claimed as a household member in the previous application.

The Fund can only provide assistance with winter heat. If an applicant's heat is included in their rent or paid by another source they cannot receive assistance through the fund. The Fund does not have the monies to assist with other bills.

3.1.2 Income Eligibility

The Good Neighbour Energy Fund seeks to assist low income families, and to do so certain financial criteria has been established based on family size.

Family Size	Net Annual Income Level
One	$13,000
Two	$16,000
Three	$19,000
Four	$22,000
Five	$25,000
Six	$28,000
Each additional family member	Add $ 3,000

3.2 Where to apply

Applications for the Good Neighbour Energy Fund can be acquired through a number of routes, namely:

3.2.1 Local Salvation Army Corps Offices

All Salvation Army Corps in Nova Scotia are given application packages at the beginning of the Fund each year, which include a number of applications. Some Corps will give out the applications directly, others may request that a potential applicant make an appointment with a Family Services worker who will help them fill out the application and may make recommendations to the GNEF Administrator.

3.2.2 The Good Neighbour Energy Fund Administration Office

Potential applicants can also receive applications for the Good Neighbour Energy Fund by contacting the Administration Office directly either by phone at (902) 422-3435 or by mail at Good Neighbour Energy Fund, The Salvation Army Community and Family Services, 2038 Gottingen Street, Halifax, NS, B3K 3A9.

3.2.3 Various other community officials or offices

If a community is not represented, by a Salvation Army Corps Office applications, may be acquired through community organizations or various social services agencies. This varies from community to community.

4.The Application

4.1 The Application form

The application form gives general information regarding the applicant, their income level and what type of heating they use. Anyone who wants to apply for the Good Neighbour Energy Fund must complete an application and submit the supporting documents.

4.2 Supporting Documents

4.2.1 Home Heating Bill

This document is essential as it confirms that the applicant pays his own heating bills and provides us with information that we will need to arrange assistance.

An Oil/ Propane Invoice provides us with the following information:

- What fuel company the client uses
- What type of fuel the client uses (Stove or Furnace Oil / Propane)
- When was the last time the client received fuel and the quantity
- The client's civic address

A Power Bill includes the following information:

- Confirms whether or not the client uses electric heat
- Review of the client's past payment history

Important: Insure that the name on the account matches the name of a member of the household applying for assistance. IT IS ILLEGAL TO RECEIVE A SERVICE UNDER THE NAME OF ANOTHER PERSON. If a client had a bad debt with Nova Scotia Power, he may have had service connected in someone else's name. In that case remind the client that any information enclosed in the application is shared with Nova Scotia Power, that he is committing a criminal act and ask if he would like to withdraw his application for consideration.

Wood or Coal
Often clients using a wood or coal provider will not have a receipt or invoice for the wood delivered. Ask if the client can provide information such as the wood/coal provider's name and phone number so that arrangements can be made to provide assistance if the client's GNEF application is approved.

4.2.2 A copy of a "disconnection notice" or a "refusal to supply"

This document tells us that the client is in an emergency situation. The electric company uses a disconnection notice only when a client has not fulfilled his payment agreement with them. A refusal to supply is used by an oil or propane supplier indicating that a client must make a payment on his account before they will continue to deliver to him. Often clients that deal on a cash basis with their fuel supplier will not have this document.

4.2.3 Document that shows the source and level of income

This document is important because it allows us to determine if an applicant is eligible to receive assistance based on income. The documents accepted to be used as proof of income are:

- A copy of a pay cheque or social assistance stub
- A copy of an income tax assessment form
- A letter from an employer (on company letterhead)
- In some cases where a client had not kept records and received direct deposit of their income I allowed a copy of their monthly financial statement showing their direct deposit to be used.

4.2.4 A letter

The cover letter for the Good Neighbour Energy Fund requests that the applicant submit "a letter about why you need help paying for heat. Tell us about recent changes to your work and home life." I explain to applicants that this letter allows us to put a face to a name, to better understand the client's situation. This letter does not have to be long, just a note to alert the administrator to the problem. If an application arrives without a letter, I may call the applicant to speak to them concerning their situation. Some applicants have difficulty reading and writing, and may not be able to convey their situation in writing.

4.2.5 Other documents

If the applicant so wishes he can submit any other documents that support or explain his request for assistance. Some documents that I have received in this category include: bills for prescription medication, a letter from a doctor or therapist, a copy of a bill for car or home repair, and even a copy of a death certificate.

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-16: **Have the guidelines of the Good Neighbour program administered by the Salvation Army changed since 2002? (Please see 2002 rate hearing Dalhousie Legal Aid Service IR-42) Please itemize any changes.**

Response IR-16: Yes. The guideline changes since 2002 are as follows:

- Clients may re-apply for funding after five years have passed.
- The allotment has increased to a maximum of $250 from $200.

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-17: **How much money has the Company received from customers and employees, on an annual basis, for the program from 2002-2006?**

Response IR-17:

	Funding Received by Year					
	2002	**2003**	**2004**	**2005**	**YTD 2006**	**Totals**
Customers	$51,251	$72,719	$73,851	$54,294	$38,958	**$291,073**
Employees	$5,787	$4,212	$6,114	$7,097	$6,568	**$29,778**
Corporate Contribution	$20,787	$19,212	$21,114	$36,788	$250,000	**$347,901**
						$668,752

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-18: **How many customers have received energy assistance from this program, on an annual basis, from 2002-2006 (YTD)?**

Response IR-18: The number of customers who received energy assistance from the Good Neighbour Program was:

	2002	2003	2004	2005	YTD 2006	Total
Number of Families Assisted	419	362	517	415	945	2,658

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-19: **Provide a summary and written copies of any communications between NSPI and the Nova Scotia government from 2004-present concerning any form of energy assistance for low income consumers.**

Response IR-19: Copies of the following correspondence are provided as follows:

Attachment 1 April 5, 2005, letter from Ms. Claire McNeil of Dalhousie Legal Aid Service to Mr. Ralph Tedesco, NSPI Chief Operating Officer; Ms. Marion Tyson, Deputy Minister of Nova Scotia Department of Community Services; and Ms. Alison Scott, Deputy Minister Nova Scotia Department of Energy.

Attachment 2 April 11, 2005, reply from Mr. Ralph Tedesco

Attachment 3 May 12, 2005, reply from Ms. Marion Tyson

C. Hank K.
Jim C.

Dalhousie Legal Aid Service
A Community Service of Dalhousie University

2209 Gottingen Street
Halifax, NS B3K 3B5
Phone: (902) 423-8105
Fax: (902) 422-8067

April 5, 2005

Mr. Ralph Tedesco
Chief Operating Officer
Nova Scotia Power
P.O. Box 910
Halifax, Nova Scotia
B3J 2W5

Ms. Marion Tyson
Deputy Minister
Nova Scotia Department of Community Services
P. O. Box 696
Halifax, Nova Scotia
B3J 2T7

Ms. Allison Scott
Deputy Minister
Nova Scotia Department of Energy
Bank of Montreal Building Suite 400
5151 George Street
P.O. Box 2664
Halifax, Nova Scotia
B3J 3P7

Dear Ms. Tyson, Ms. Scott and Mr. Tedesco:

Re: Electricity Costs and Low Income Consumers

Further to the decision of the Nova Scotia Utility and Review Board dated March 31, 2005, I am writing to open a process of consultation between NSPI, government, and low income advocates concerning the energy burden on low income Nova Scotians and proposals for reform.

As you may be aware, during the 2004 hearings concerning NSPI's application for a rate increase, evidence was filed and submissions were made on behalf of low-income Nova Scotians. Dalhousie Legal Aid Service represented a coalition of low income consumers including Community Action on Homelessness, the Affordable Housing Association of Nova Scotia, the North End Community Health Center, St Vincent de Paul Society, and Women's Center Connect.

The evidence filed included a proposal for a Universal Service Program. In support of those submissions, we filed a report by Roger D. Colton that can be found at http://law.dal.ca/files/ Colton_Direct_Evidence.pdf.

While the Board concluded that the recommendations for a "Rate Assistance Program" were beyond the Board's jurisdiction, the Board went on to offer its assistance to government and the company in any legislative or rate making changes which may result from a consultation regarding assistance for low income consumers. We understand that NSPI is also interested in participating in consultations with the objective of ensuring that low income Nova Scotians are not subject to unsustainable energy burdens.

According to Mr. Colton's evidence before the Board, which was unchallenged by NSPI or any of the interveners, low income Nova Scotians spend an unsustainable percentage of their annual income on power and shelter. As outlined in the report, this forces low income families to make choices between necessities to survive (*e.g.* heat or eat) and can lead to a wide variety of dangerous or unhealthy activities such as using space heaters, gas ovens or burning wood to keep warm, as documented by numerous news reports over the past winter which substantiate this concern (see Chronicle Herald, page one, Wednesday December 22, 2004, "Woman, 90, Dies in House Fire").

To address these serious issues, we proposed a Universal Service Program. Similar programs have been implemented in some form in 26 American states. It is important to note that the cost of the program is met through the rate making process. Our proposal, as outlined in the Colton report, involves four components.

The first component is rate affordability, whereby low-income customers are given a fixed credit. This is calculated by subtracting the percentage of income that the low-income customer should be expected to pay from an estimated annual hydro bill that can be calculated according to NSPI's established procedure. This fixed credit will make power affordable while maintaining an incentive for conserving power.

The second component is arrearage management. This is because an affordable bill with unaffordable, pre-program arrears will do little to alleviate the ability of low-income Nova Scotians to afford power. Mr. Colton's recommendation is that, every month, customers earn a credit towards their arrears with a goal of reducing the arrears to $0 in two years. That way, program participants will have the incentive of freedom from power debt in the foreseeable future.

The third component is for crisis assistance. The basic problem is that no matter how affordable power might be, low income families do not have the ability to sustain Mr.

unexpected expenses or loss of income. For such crisis situations, there should be a budget for temporary assistance.

The final component aside from reporting is energy efficiency. Since most low-income households are renters, they do not have the same incentive to improve energy efficiency that a home owner might have. Meanwhile, those who own the buildings do not pay the power bills and thus have no incentive themselves to improve energy efficiency. If the Universal Service Program is implemented, any savings from increased energy efficiency will result directly in lower payment by the program provider. The program could also improve access to existing energy assistance programs and funding through the provincial and federal governments.

One of the objectives of the consultation process will be to examine ways to implement a Universal Service Program. In order to discuss the different possibilities and determine the options with the most likelihood of success, we would like to set up a meeting with stakeholders and relevant government departments.

With respect to government participants, the Department of Energy is responsible for developing energy policy. The Department of Community Services offers financial assistance under various programs to low income consumers. The Department of Environment and Labour, is responsible for the *Public Utilities Act*. Access Nova Scotia administers existing programs concerning oil and gas rebates. Finance, and Policy and Treasury Board may need to be involved so that different funding options can be discussed.

I look forward to hearing from you concerning this proposal.

Sincerely,

Claire McNeil
Staff Lawyer

CM/sj
cc: Bill Lahey, Deputy Minister, Environment and Labour (via fax: 424-0575)
Greg Keefe, Access Nova Scotia (via fax: 424-0523)
Ann Warburton, Ecology Action Center (via fax: 422-6410)
Vicky Harnish, Department of Finance (via fax: 424-0635)
Howard Windsor, Treasury and Policy Board (via fax: 424-7638)

Ralph R. Tedesco
Chief Operating Officer

Nova Scotia Power Inc.
P.O. Box 910
Halifax, Nova Scotia
Canada B3J 2W5

Tel (902) 428-6109
Fax (902) 428-6990

NOVA SCOTIA POWER
An Emera Company

April 11, 2005

Ms. Claire McNeil
Staff Lawyer
Dalhousie Legal Aid Service
2209 Gottingen Street
Halifax, NS B3K 3B5

Dear Ms. McNeil:

Re: Electricity Costs and Low Income Consumers

Thank you for your letter of April 5, 2005.

You have outlined a variety of fairly prescriptive approaches to addressing the financial needs of low income Nova Scotians. The issue is complex, far more complex than energy prices alone.

As your letter suggests identifying options for assisting low income Nova Scotian's is a matter of public policy. The UARB has indicated that "its duty is to follow public policy decisions made by the Legislature and expressed in statutes. The Board does not have jurisdiction to establish public policy. That is the role of elected officials who are accountable to the public for this function." The UARB, as it has done in previous rate cases, has clearly indicated its lack of jurisdiction in this matter. NSPI's ability to act is therefore likewise limited.

Consistent with the Board's rate decision of March 31, 2005 NSPI stands ready to offer assistance with respect to regulatory and ratemaking principles. We would be pleased to attend a meeting should you decide to set one up.

Sincerely,

Ralph R. Tedesco

b.c.c. Alan Richardson

NOVA SCOTIA

Community Services
Office of the Deputy Minister

PO Box 696
Halifax, Nova Scotia
B3J 2T7

Fax: 902 424-0549

RECEIVED
MAY 18 2004

Our File Number:

MAY 16 2005

Ms. Claire McNeil, Staff Lawyer
Dalhousie Legal Aid
2209 Gottingen Street
Halifax, Nova Scotia
B3K 3B5

Dear Ms. McNeil:

Thank you for your letter of April 5, 2005, in relation to Dalhousie Legal Aid's submission to the Nova Scotia Utility and Review Board (URB) hearings. Your report suggested a Universal Service Program, referred to by the URB as a Rate Assistance Program, to reduce the impact of increasing electricity costs on low income consumers.

The URB's view was that the creation of a Rate Assistance Program such as your organization suggested, was a social and public policy question and was outside their jurisdiction.

An inter-departmental working group within government has been established to review the URB report, and to examine options to address potential impacts of their decisions. Representatives from the Departments of Finance, Energy and Community Services will sit on the committee, and other departments may join as well. I anticipate receiving the results of their review within the next month or so.

Thank you for your continuing interest in the well-being of lower income individuals and families in the province, and on the impacts of increasing utility costs on their ability to meet housing needs.

Yours very truly,

Marian F. Tyson, Q.C.
Deputy Minister

c: Ms. Allison Scott, Deputy Minister, Dept. of Energy
Mr. Ralph Tedesco, Chief Operating Officer, Nova Scotia Power Inc.

Printed on paper that contains recycled fibre

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-20: **Provide any and all reports requested or received, or any and all research done by NSPI on the energy poverty, the disproportionate impact of energy costs on low income residential consumers, those consumers' energy needs, ability to pay and energy assistance programs for low income customers.**

Response IR-20: NSPI has not requested or received any reports on this subject. On February 10, 2006 the General Manager of Customer Service attended a meeting of Canadian regulators and gas and electric utilities on the subject of Demand Side Management (DSM). One of the presentations at this meeting did reference "fuel poverty" in the United Kingdom. Please refer to Attachment 1 for a biography of the presenter and the presentation.

Please also refer to AEC IR-24 and AEC IR-25.

Regulator / Industry Dialogue on Energy Efficiency / Demand Side Management
February 10, 2006
The Sutton Place Hotel, Toronto, ON

Speaker Biographies

Liz Kelly
Government of British Columbia

Biography

Over the past 15 years, Liz has accumulated a wealth of experience in the field of residential demand side management in the United Kingdom. In 1990, Liz joined the newly established Eaga Partnership Ltd, who has now assisted over 6 million households with the installation of energy efficient technologies.

Liz held several senior management positions within Eaga, designing and delivering energy and water efficiency projects on behalf of utilities companies, government and social housing providers. Liz played the lead role in designing and securing one of Eaga's largest utility contracts, a 150million pound partnership program on behalf of British Gas and social housing providers across the UK.

In September 2003, Liz moved to British Columbia to assist with the development and growth of Eaga's business acquisition, Homeworks, one of the fastest growing home services company in Canada. Liz is currently seconded to the Ministry of Energy Mines and Petroleum Resources to help implement the provincial government's strategy 'Energy Efficient Buildings: A Plan for BC' in partnership with a range of organizations across the province.

The UK Experience

Liz Kelly

Strategic Business Development

eaga partnership

An employee owned company

- The UK context
- DSM Policy drivers
- Fuel poverty
- Delivering solutions
- Impacts
- Lessons learnt

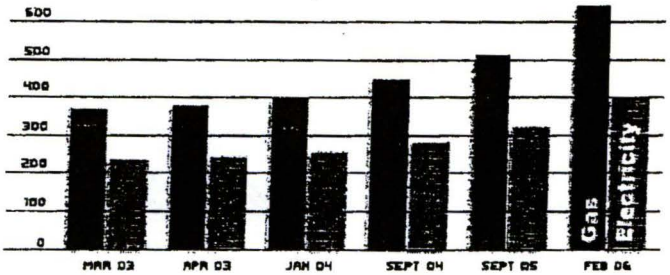
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Feb 05 2006:

- 25% price hike in gas prices
- Fears for welfare of poor, sick and elderly

British Gas prices, £, average annual bill SOURCE: ENERGYWATCH



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- Kyoto / Environment
  - ✓ 12.5% by 2012
  - X 20% by 2010
  - ✓ 10% by 2010
- Improved housing, health, education, employment
- Social inclusion and affordable energy
- Markets are imperfect – people don't invest
- Energy efficiency is a 'no brainer'
- So most of us must have no brains !

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- 1970's
  - Defined as a social problem
  - First surveys of elderly assessing hypothermia risk
  - Oil prices quadrupled
- 1980's
  - Economic recession
  - Gov't ended price controls on domestic energy
  - Deregulation and privatization
- 1990's
  - Awareness of unaffordable energy emerged
  - DSM solution

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- If a household needs to spend 10% or more of their income on fuel
- Norm is 2-3%
- Some need 30% because of circumstances
- UK Government Kyoto commitments for 2010 and 2016 (to eradicate fuel poverty)
- At the core of objectives for energy and social inclusion policies

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Cause?

- Energy prices
- Housing condition / energy demand
- Household make-up (elderly, young)
- Income level

Effect?

- The 'Energy Burden'
- 28,000 winter deaths each year
- 1.5 – 2 m homes can't afford fuel (was 5m)

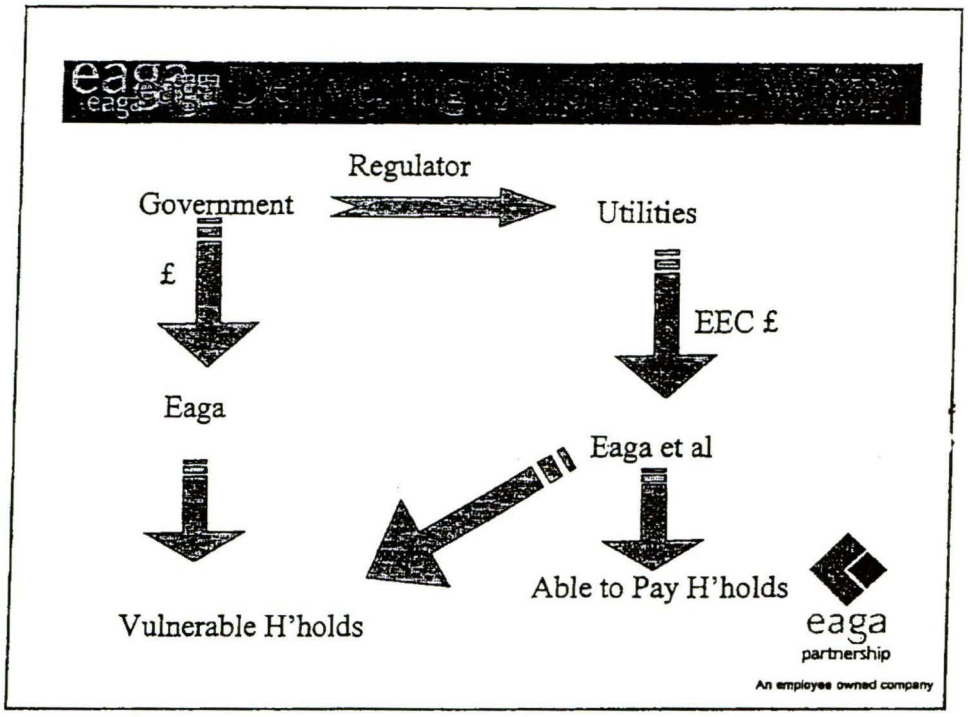
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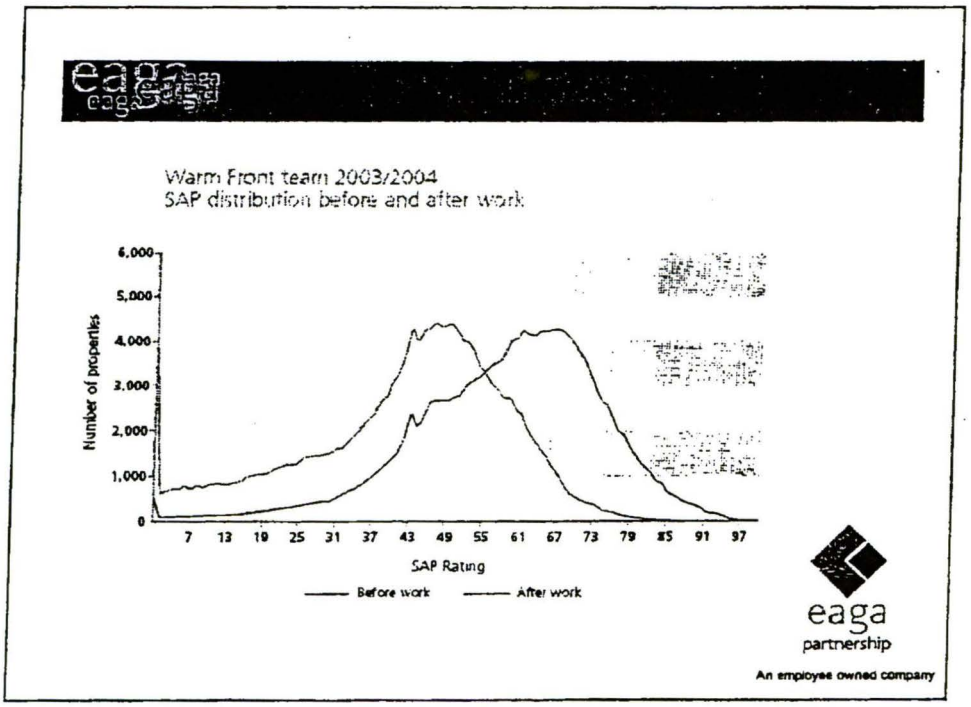
- Warmfront
  - Social objectives
  - Government funded
  - £320million p.a.
  - Aimed at Fuel Poor
    - Heating systems
    - Insulation
    - CFLs
    - Advice
    - Income advice
- 180 – 200 k Homes p.a.

- Energy Efficiency Commitment
  - Environmental objectives
  - Funded utilities rates
  - £150m p.a. - 120 TW in 3 years
  - 50% to 'Vulnerable Groups'
  - 50% to 'Able to Pay'
    - Insulation
    - Appliances
    - CFL's
    - Advice
- 400 k Homes p.a.



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Regulator
Government
Utilities
£
EEC £
Eaga
Eaga et al
Able to Pay H'holds
Vulnerable H'holds
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Warm Front team 2003/2004
SAP distribution before and after work
Number of properties
6,000
5,000
4,000
3,000
2,000
1,000
0
7 13 19 25 31 37 43 49 55 61 67 73 79 85 91 97
SAP Rating
Before work
After work
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- Fuel Bill savings – average £178 pa
- CO2 saving of 1.59 Tonnes per year per home
- 500,000 homes per year benefit
- Health Impacts
  - Reduced risk of respiratory illness, heart disease and circulation problems
  - Less prone to falls / accidents in the home
- Housing Improvement
- Income Improvement

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Upstream

- Integrated public and private sector investment
- Market and technology transformation
- Multi stakeholder engagement
- Delivers social policy
- Delivers climate change

Downstream

- Social inclusion – overcoming hardest barriers
- Increasing quality of life & saving lives
- Increased comfort, health & wealth
- Improved housing conditions

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Lessons Learned

- Focus on the fuel poor
  - Address the energy burden – DSM the best solution
  - Cost effective – delivers significant energy savings
  - 'Insulate' against volatility of energy industry
  - Affordable energy
- Central Support, Regional Management, Local Delivery
  - Local govt level too expensive, ineffective
  - Step back and reassess
  - Mix of public and private sector investment
  - Integration and cooperation
  - Take the industry with you

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NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-21: **Please provide any reports/studies or memoranda which NSPI has prepared or obtained which examine the issue of the effect(s) on low-income people of charging all domestic customers the same rate.**

Response IR-21: NSPI has no reports/studies or memoranda on this subject.

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-22: **Provide any reports/studies or memoranda which NSPI has prepared or obtained which examine the effect(s) on low-income people of charging electric rates which they cannot afford.**

Response IR-22: NSPI has no reports/studies or memoranda on this subject.

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-23: **Provide any reports/studies or memoranda which NSPI has prepared or obtained which examine the Universal Service Program previously proposed by Dalhousie Legal Aid Service.**

Response IR-23: Please refer to AEC IR-24 and AEC IR-25, Attachment 1. In addition, NSPI has the evidence presented by Mr. Roger Colton during NSPI's 2005 Rate Application proceeding.

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-24: **Provide the details of any low income energy assistance programs provided by Emera or its subsidiaries including but not limited to Bangor Power?**

Response IR-24: Bangor Hydro has special rates for low-income residential customers, managed in accordance with Federal Poverty Guidelines, and referred to as the State Wide Low-Income Assistance Plan (LIAP).

The low income rate applies only to the distribution rate; transmission, energy or base rates are not discounted.

These distribution rates are approximately 30 to 60 percent less for customers who consume more than 100 kWh per month (the discount depends on the customer's income bracket). Customers who consume less than 100 kWh per month are charged a minimum charge, regardless of income. This rate currently applies to approximately 7 percent of Bangor Hydro's customers.

The distribution rate represents approximately 31 percent of the total delivered cost of electricity to residential customers in BHE's service territory.

No other Emera subsidiaries have low income rate assistance programs.

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC

Question IR-25: **Provide any reports/studies or memoranda which Emera has access to which examine the implementation of low income energy assistance programs in other jurisdictions?**

Response IR-25: NSPI has not conducted research in this area.

NSPI is familiar with the "Power Partner" program offered by New York State Electricity and Gas (NYSEG). Please refer to Attachment 1.

NSPI has also reviewed the "Focus on low-income communities" presentation developed by the Low-Income Energy Network (LIEN), as referenced by AEC as Exhibit N-243 in the 2005 NSPI Rate Application proceedings. Please refer to Attachment 2.

As well, NSPI is familiar with Bangor Hydro's rate assistance plan. Please refer to AEC IR-24.

Power Partner® helps customers *help* themselves!

How can *Power Partner* help customers?

- Customers save at least $114 per year on their NYSEG electric bill by lowering their monthly basic service charge.
- They save an additional $30 to $70 per year on their monthly basic service charge if they are also a NYSEG natural gas customer.
- We identify community-based energy saving programs and services customers may be eligible for.

And, if the customer has a past due balance on their account at the time of enrollment, Power Partner can help:

- By placing their account balance on hold. The customer can make payments toward this balance and not receive late payment charges on this held amount, providing their monthly payments are received in full and on time.
- Reduce the customer's account balance by matching, dollar for dollar, payments they make above their regular monthly bill up to $100 per year. For example, if you pay $100 extra each year, NYSEG will match it and reduce their balance on hold by $200.

Who is eligible for *Power Partner?*

Customers who have:

- A NYSEG electric or electric and natural gas account in their name for their primary residence; and
- If their yearly household gross income is no more than the amount shown below:

Family Size	Yearly Household Income
1	$20,424
2	$26,712
3	$32,988
4	$39,276
5	$45,564

What are the customer's responsibilities?

- Participate in the Budget Billing Program.
- Pay monthly NYSEG bills in full and on time.
- If they have a past due balance on hold, they agree to pay at least $60 extra per year toward their back bill.

NYSEG
Reliable. *Essential.*

An Energy East Company

05-0519

DATE FILED: November 20, 2006

AEC IR-25 Attachment 1 Page 1 of 2

NYSEG Natural Gas Customers Could $ave Money!

NYSEG has a Natural Gas Aggregation Program for **income-eligible** *natural gas heating customers with room for only* **1,000 participants!**

How does the program work?

NYSEG secured a marketer who will try to provide natural gas at a lower price than what NYSEG pays for it. If the marketer is successful, the savings is passed on to the customer. We can ***guarantee*** that the cost of the customer's natural gas **supply** will not be more than the NYSEG cost. Regardless of the source of the customer's natural gas **supply**, NYSEG will continue to be their natural gas **delivery** company. The customer can't lose!

Any savings will reduce the natural gas **supply** portion of the customer's bill. If the customer has a payment agreement with NYSEG for a past due amount, any savings may also be matched up to $100, as long as the current bill is paid in full and on time.

Who is eligible?

Customers who are:

- NYSEG residential natural gas heating customers residing in Binghamton, Elmira, Ithaca, Olean, Auburn, Owego, or Watkins Glen areas, and
- Income eligible

Household Size	**Gross Monthly Income** (before taxes)
1	$1,729
2	$2,261
3	$2,793
4	$3,325
5	$3,857

NYSEG
Reliable. *Essential.*

How do customers join?

Customers must fill out and sign an application, and

Provide proof of income such as a copy of: HEAP grant letter, federal income tax return, food stamps, Medicaid, last four pay stubs, WIC, or a statement from a local agency verifying gross household income.

An Energy East Company

05-0519

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LOW-INCOME ENERGY NETWORK

BRANTFORD power
Your delivery company

Focus on low-income communities

May 4, 2005

EDA-LDCs' briefing -

Provincial Energy Conservation Programs

Presentation overview

1. Energy poverty and LIEN
2. LIEN's Low-Income Energy Efficiency Program
3. Brantford Power's Conserving Homes pilot
4. Going forward
   - ➔ what LDCs can do
   - ➔ how LIEN can help

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What is the Low-Income Energy Network?

- LIEN was formed in 2004 by anti-poverty, affordable housing and environmental groups in response to the impact of rising energy prices on low-income Ontarians.
- LIEN now has 50 member organizations, as well as individual and corporate supporters, who have endorsed our mandate.
- We seek to raise awareness of, and propose solutions to, energy poverty through:
  - Outreach to community groups to involve them in LIEN
  - Outreach to the public, e.g. through the media;
  - Participating in OEB hearings and legislative processes;
  - Working with policy-makers and local utilities to develop workable solutions.

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Rising energy prices and low-income consumers

- Higher electricity costs will increase the energy burden on low-income people who are already struggling to make ends meet.
- Cost of oil and natural gas also rising.
- For many low-waged workers and people on social assistance or other income security programs, it will mean choosing between heating and eating and paying the rent.
- If they reduce their energy use, it may be at the expense of socially acceptable standards of living.

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LIEN's approach to low-income energy conservation & assistance

- Energy conservation program to permanently reduce bills and pollution
- Bill assistance - ensures energy & housing are affordable
- Education - about conservation measures and available programs
- Emergency energy assistance - to help households in crisis. Need for emergency assistance should decrease as permanent measures are put into place

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Barriers to conservation for low-income consumers

- Typically live in older, drafty/poorly insulated buildings with inefficient appliances & heating system
- Lack of capital to invest in insulation, new appliances
- Renters face split incentives:
  - don't own building/ appliances so can't benefit from long-term investment;
  - landlord can pass on higher energy costs
- Apartment buildings: may not even have thermostat
- Proposals to sub-meter won't overcome these barriers, while landlord has even less incentive to invest in conservation/efficiency

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LIEN's Low-Income Energy Efficiency Program Template

- energy efficiency program template for LDCs
  - targeted at low-income tenants and homeowners who directly pay for energy
- developed with input from utilities and other stakeholders (October 20, 2004 forum)
- financial support from Ministry of Energy and Toronto Atmospheric Fund
- Additional work has begun to develop program for tenants who do not directly pay for energy

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LIEN's Low-Income Energy Efficiency Program - how it works

Three main elements:

1. Home energy assessment
   - used to determine which energy efficiency measures are appropriate and cost effective for installation in each dwelling
2. Installation of energy savings measures
   - "basic" and "extended"
3. Ongoing education of participants on energy conservation
   - up to three home visits, final within year from installation

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LIEN's Low-Income Energy Efficiency Program - how it works

Basic energy savings measures:

- weatherization/draft proofing
- replacement of four most frequently used incandescent light bulbs with CFLs
- programmable thermostat
- motion sensors for lighting
- water heater pipe wrap/heat trap
- low flow shower heads and faucet aerators
- clothes line/rack and clothes pins

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LIEN's Low-Income Energy Efficiency Program - how it works

Extended energy savings measures:

- heating equipment replacement with high efficiency equipment
- appliance replacement (e.g. refrigerators, washers)
- replace or supplement electric hot water heaters with either gas, solar or instantaneous hot water heaters, as appropriate
- insulation

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LIEN's Low-Income Energy Efficiency Program - how it works

Implementation:

- marketing and outreach - LIEN recommends LDC contract with local community agency or non-profit group
- eligiblity - participants with household income at or below Statistics Canada's pre-tax, post-transfer payment Low-Income Cutoffs (LICOs)
- formal application process or self-identification

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Conserving Homes in Brantford

- Pilot energy conservation program for low-income households
- Collaboration between Brantford Power, Share the Warmth & Ontario Ministry of Energy

SHARE THE WARMTH

BRANTFORD power
Your delivery company

CONSERVING HOMES™
saving energy for all

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saving energy for all

Background

- May 31st Minister's letter
- began to explore opportunities for providing CDM to low-income customers
- developed relationship with LIEN and provided input into LIEN's program template
- Brantford low-income pilot included in 2005 CDM Plan approved by OEB.

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saving energy for all

Pilot objectives

- Provide energy conservation measures & education to approx. 100 low-income households who pay their own electricity bills
  - Approx 50 tenants & 50 homeowners
- Evaluate pilot success
  - e.g. number of participants, energy savings, behavioral changes, capacity building
- Assess roll-out options

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saving energy for all

Pilot components

First visit → Home energy assessment, Basic measures, Education

Second visit → Extended measures; Education

Follow-up visit → Education

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saving energy for all

Measures

- Basic measures
  - CFLs
  - programmable thermostat
  - plug-in motion sensor nightlight*
  - water heater blanket & pipe-wrap
  - clothes line/rack
- Extended measures
  - Energy Star® fridge
  - Energy Star® room air conditioner
  - Weatherization

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Project team

SHARE THE WARMTH

BRANTFORD power
Your delivery company

INDECO

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Project timeline

March	Program design
April	Program design; Bid process
May	Delivery agents under contract
June - Aug	Initial home visits
Aug - Nov	Second home visits
Nov	Follow-up visits
Dec	Evaluation report

Going forward - what LDCs can do

- LIEN urges all LDCs to have CDM programs for both low-income and social housing
- 20% flexibility on CDM budget may allow for low-income program in your current residential sector CDM budget

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Going forward - help for LDCs

- Opportunity to use LIEN template as model for pilot
- LIEN willing to work with LDCs on pilots
- Conserving Homes project team willing to share experience

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Thank you!

LIEN reports and information available at:

www.lowincomeenergy.ca

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NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: The *Public Utilities Act,* R.S.N.S. 1989, c.380 as amended

IN THE MATTER OF: An Application by Nova Scotia Power Incorporated for Approval of Certain Revisions to its Rates, Charges and Regulations

RESPONSE TO INFORMATION REQUEST

TO: NSPI

FROM: AEC **REDACTED**

Question IR-26: **For each power plant please provide the following information:**

a. When was it built?
b. What was the capital cost?
c. How much depreciation has been taken up to 2005 and again up to 2006?
d. What is the depreciation to be written off in 2007?
e. When will the plant be entirely written off?

Response IR-26:
(in thousands)

Plant	a. Year In Service	[redacted]	c. Accumulated Depreciation to 2005A	c. Accumulated Depreciation to 2006C	d. Depreciation Expense 2007	e. Probable Retirement Date
Lingan 1 & 2	1980/81		104,990.5	108,881.4	4,057.1	2021
Lingan 3 & 4	1984/85		112,560.2	117,429.0	5,049.7	2025
Lingan Common			2,552.6	4,226.5	1,780.9	2025
Point Aconi	1994		121,107.1	133,469.7	12,526.1	2034
Point Tupper	1973		55,385.7	58,959.7	3,571.1	2013
Trenton 5	1970		28,419.8	30,271.0	2,198.3	2010
Trenton 6	1992		63,182.3	69,223.8	6,090.5	2032
Trenton Common			15,630.4	16,123.8	492.0	2032
Tufts Cove 1	1966		14,424.7	15,319.4	897.9	2020
Tufts Cove 2	1973		15,072.0	15,913.5	973.5	2020
Tufts Cove 3	1977		27,658.0	29,178.9	1,300.6	2020
Tufts Cove Common			9,375.8	11,502.2	3,205.9	2020