H. Gil Peach Responses to Small Business Advocate (SBA) Information Requests
NON-CONFIDENTIAL

Request IR-01:

Please refer to the 2021 M10473 DSM Savings Verification Report, Table 2: First-Year Net Energy Savings at Generator on Page 15 and provide this Table with an extra column containing 2021 first-year net energy savings targets provided by EfficiencyOne.

Response IR-01:

2021 First-Year Net Evaluated Energy Savings & Mid-Course UARB Approved Targets
(at Generator)

Program	Residential	Annual Net Savings (GWh)		Target Net Savings (GWh)	Evaluated as % of Target
Residential Efficient Products Rebates	Appliance Retirement	2.474	16.788	2.4	103.1%
	Instant Savings	14.314		10.6	135.0%
Existing Residential	Home Energy Assessment	3.481	18.806	5.5	63.3%
	Green Heat	6.795		5.6	121.3%
	Efficient Product Installation	7.812		10.7	73.0%
	Mi'kmaw Home Energy Efficiency Project	0.316		1.0	31.6%
	Affordable Multifamily Housing	0.402		1.5	26.8%
New Residential	New Home Construction	5.683	5.683	5.3	107.2%
	Residential Subtotal	41.277		42.6	96.9%
Program	**Business, Non-Profit, Institutional**	**Annual Net Savings (GWh)**		**Target Net Savings (GWh)**	**Evaluated as % of Target**
Rebates	Business Energy Rebates	33.491	33.491	35.7	93.8%
Custom Incentives	Custom	23.293	25.165	30.3	76.9%
	Energy Management Information Systems	0.027		0.3	9.0%
	Strategic Energy Management (SEM)	1.845		3.0	61.5%
Direct Installation	Small Business Energy Solutions	9.486	9.486	9.6	98.8%
	BNI Subtotal	68.142		78.9	86.4%
	Overall DSM Portfolio Total	109.419		121.5	90.1%

Source: Evaluated Data from Table 6: Comparison of 2021 Evaluated and Tracked Energy Savings at the Generator, P. 19 in 2021 *DSM Program Evaluati*on Executive Summary, Efficiency One, March 17, 2022; targets from 2021 DSM Annual Progress Report Table 2: 2021 Results to 2021 Plan as filed, Mid-Course Adjustment and 2021 Year-End Forecast.

Request IR-02:

Please refer to the 2021 M10473 DSM Savings Verification Report, Page 30. The report states that regarding the Green Heat component, "Installation rates are assumed 100% due to the high cost of the measures. Also the chance of the measure being uninstalled is highly unlikely."

(a) Have any surveys or other studies been conducted to verify the accuracy of the 100% installation assumption?

(b) Please explain the assumption of the measure removal being "highly unlikely."

Response IR-02:

(a) Answer to (a)

For the Savings Verification analysis, we did not conduct a survey of Green Heat households. Econoler has conducted such surveys in prior years. The Evaluator could be directed to test the installation rate assumption in the 2022 programs. Note that the 100% installation assumption is the Evaluator's assumption. As a general assumption, it seems reasonable for this program. From on-site inspections and discussions with customers in prior years, exceptions to this general pattern are unusual and do not change the practical validity of the general assumption of 100% installation.

(b) Answer to (b)

From site visits to Green Heat homes in prior years, I can say that customers have talked about Green Heat measures as major improvements and often see the installations as household accomplishments. Also, in over 100 Green Heat household visits over several years, I have not found either failure to install or removal after installation to be a

characteristic of the program. Since, typically, there is very positive perception of Green Heat measures, and customers typically talk about these measures with a sense of household accomplishment, measure removal is highly unlikely. As with any real-world program there can be equipment failure. Occasionally, a piece of equipment (measure) is defective or fails to perform as expected. For defective equipment, customers typically secure a replacement under warranty (for this program, the customer secures equipment directly in the market so Efficiency Nova Scotia likely would not receive a complaint). There can be cases of dissatisfaction with performance of installed equipment which can lead to removal. In such cases Efficiency Nova Scotia is more likely to receive a complaint. Based on experience in site visits in prior years, cases in which equipment fails or underperforms are unusual, but they sometimes happen.

Request IR-03:

Please refer to the 2021 M10473 DSM Savings Verification Report, Pages 37-39. Please provide savings targets and verified savings of both net energy and net demand for the following programs in the years 2020 and 2021 for:

(a) BNI Customer Incentives Program

(b) BNI Energy Management Information Systems (EMIS)

(c) BNI Strategic Energy Management (SEM)

Response IR-03:

(a) Answer to (a)

First Year Net Evaluated Savings & Targets

BNI Custom	Annual Net Savings (GWh)	Target Savings (GWh)	Percent of Target
2020 Custom	17.790	25.7	69.2%
2021 Custom	23.293	30.3	76.9%
BNI Custom	**Peak Demand Savings Result (MW)**	**Peak Demand Savings Target (MW)**	**Percent of Target**
2020 Custom	2.427	5.1	47.6%
2021 Custom	6.105	8.2	74.5%

Source: 2020 Evaluated Data from Table 12: Evaluated Net Energy Savings at the Generator, 2016-2020, P. 34 in 2020 DSM Program Evaluation Executive Summary, March 26, 2021; 2020 targets from 2020 DSM Annual Progress Report Table 1, Page 6; 2021 Evaluated Data from Table 6: Comparison of 2021 Evaluated and Tracked Energy Savings at the Generator, P. 19 in 2021 DSM Program Evaluation Executive Summary, Efficiency One, March 17, 2022; 2021 targets from 2021 DSM Annual Progress Report Table 2: 2021 Results to 2021 Plan as filed, Mid-Course Adjustment and 2021 Year-End Forecast.

(b) Answer to (b)

First Year Net Evaluated Savings & Targets

BNI EMIS	Annual Net Savings (GWh)	Target Savings (GWh)	Percent of Target
2020 Energy Management Information Systems	0.605	1.3	46.5%
2021 Energy Management Information Systems	0.027	0.3	9.0%
BNI EMIS	**Peak Demand Savings Result (MW)**	**Peak Demand Savings Target (MW)**	**Percent of Target**
2020 Energy Management Information Systems	0.000	0.2	0.0%
2021 Energy Management Information Systems	0.003	0.0	NA

Source: 2020 Evaluated Data from Table 12: Evaluated Net Energy Savings at the Generator, 2016-2020, P. 34 in 2020 DSM Program Evaluation Executive Summary, March 26, 2021; 2020 targets from 2020 DSM Annual Progress Report Table 1, Page 6; 2021 Evaluated Data from Table 6: Comparison of 2021 Evaluated and Tracked Energy Savings at the Generator, P. 19 in 2021 DSM Program Evaluation Executive Summary, Efficiency One, March 17, 2022; 2021 targets from 2021 DSM Annual Progress Report Table 2: 2021 Results to 2021 Plan as filed, Mid-Course Adjustment and 2021 Year-End Forecast.

(c) Answer to (c)

First Year Net Evaluated Savings & Targets

BNI SEM	Annual Net Savings (GWh)	Target Savings (GWh)	Percent of Target
2020 Strategic Energy Management	2.120	1.3	163.1%
2021 Strategic Energy Management	1.845	3	61.5%
BNI SEM	**Peak Demand Savings Result (MW)**	**Pea Demand Savings Target (MW)**	**Percent of Target**
2020 Strategic Energy Management	0.241	0.2	120.5%
2021 Strategic Energy Management	0.282	0.3	94.0%

Source: 2020 Evaluated Data from Table 12: Evaluated Net Energy Savings at the Generator, 2016-2020, P. 34 in 2020 DSM Program Evaluation Executive Summary, March 26, 2021; 2020 targets from 2020 DSM Annual Progress Report Table 1, Page 6; 2021 Evaluated Data from Table 6: Comparison of 2021 Evaluated and Tracked Energy Savings at the Generator, P. 19 in 2021 DSM Program Evaluation Executive Summary, Efficiency One, March 17, 2022; 2021 targets from 2021 DSM Annual Progress Report Table 2: 2021 Results to 2021 Plan as filed, Mid-Course Adjustment and 2021 Year-End Forecast.