

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: AN APPLICATION by EFFICIENCYONE (EOne) for approval of
a Supply Agreement – Behavioural Program Update**

INFORMATION REQUESTS

To: **EfficiencyOne**
Stephen MacDonald
President & CEO
EfficiencyOne
230 Brownlow Ave., Suite 300
Dartmouth NS B3B 0G5
By email: smacdonald@efficiencyns.com

From: **Nova Scotia Utility and Review Board**
Board Staff

Responses Due: **Wednesday, June 19, 2024**

Copies: 1electronic copy (PDF searchable)

Contact Person: **Holly Chisholm**
Advisor (Economics/Finance)
Nova Scotia Utility and Review Board
Tel: (902) 424-4448
Email: Holly.Chisholm@novascotia.ca

Issued at Halifax, Nova Scotia, this 29 day of May, 2024.



for Crystal Henwood, Regulatory Affairs Officer/Clerk

Request IR-1:

With respect to EOne and NS Power's agreement in principle to transfer CEM program data and share in the use of a single CEM, and EOne assuming operational control of the content and branding of the "MyRecommendations" page on the Bidgely platform.

- a) How much of an investment is required by EOne to assume this ownership and responsibility for managing the content on the Bidgely platform?

Request IR-2:

Regarding Evaluation and Attribution of Energy Savings: NS Power will be relieved of its EM&V requirements for Load Impact and EOne requests that all savings from the CEM be attributed to EOne.

- a) Is it EOne's intention to submit the Load Impact Reports to the Board? If not, why not?
- b) Please explain why EOne should assume all savings from the CEM given it is to be jointly owned.
 - i. Please list the savings components from the CEM and identify how they align with EOne's programs for all customer classes captured in the CEM.
- c) Will EOne continue with the difference-in-difference measurement approach that NS Power has been using?
 - i. If not, what form of measurement does EOne propose to use for the Load Impact?

Request IR-3:

Page 4 of the application states this framework will "...reduce potential customer confusion associated with conflicting recommendations." Please provide examples of the conflicting recommendations offered by NS Power through the CEM to those that EOne provides to customers.

Request IR-4:

Page 4 of the application proposes that this framework will streamline the EM&V process. Please elaborate on how incorporating EOne's responsibilities in the EM&V of the CEM will streamline the EM&V?

- i. What cost savings are expected from this streamlining?

Request IR-5:

Schedule A item 7 indicates that EOne was to provide an update to the Board in February 2024. As well as 7(b) indicates a request would be submitted to the Board from NS Power seeking approval to be relieved of its obligation to conduct an EM&V for the CEM and that EOne will assume all EM&V responsibility for the CEM. This section conflicts with the information provided in Schedule B Summary of NSP's Current Responsibilities for EM&V Under M10460.

a) Please complete the following table

CEM Effectiveness Category	Measurement Metric	Measurement Description	Utility Responsible for assessment (NS Power / EOne)
Customer Load & Energy Usage	Billing Impact	Billing Amount by bill period for CEM High/Low user groups against nonuser groups	
		Billing amount impact by CEM High/Low user groups that subscribe to alerts	
	Energy Usage	Customer usage analysis to determine shifts in usage for peak period related rates (TVP & TOD)	
		Customer usage analysis to determine changes in peak demand usage for associated business rates.	
	Load Impact	Load reduction analysis- reduction in total energy usage	
		Load reduction analysis- reduction in total energy usage by CEM High/Low user groups that subscribe to alerts.	
		Customer load shift comparative analysis Pre/Post CEM activation (Yearly Load profiles)	

Cost Effectiveness Measures	Service Cost Efficiencies	Changes in Customer Care Centre call volumes (by measurable usage group TBD)	
		Changes in Customer Care Centre call length (by measurable usage group TBD)	
	Paperless Billing	Paperless billing uptake pre/post CEM activation (paperless billing subscription rate)	

1