

## NOVA SCOTIA UTILITY AND REVIEW BOARD

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

**IN THE MATTER OF:** **EFFICIENCYONE (EOne)**  
Behavioural Program Update

**INFORMATION REQUESTS**

**To:** EfficiencyOne (EOne)  
**From:** NS SBA  
**Responses Due:** **Wednesday June 19, 2024**  
**Copies:** 1 electronic copy (PDF searchable)  
**Contact Person:** **E.A. Nelson Blackburn, K.C.**  
**Blackburn Law**  
**Small Business Advocate**  
**Phone (902) 835-8544**  
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Issued at Bedford, Nova Scotia on this 29<sup>th</sup> day of May 2024

**Request IR-1:** Refer to Exhibit N-1 in this matter, being a letter dated April 8, 2024 entitled “EfficiencyOne - Behavioural Program Update - M10473” (the “Letter”) along with the accompanying Schedule A EfficiencyOne/NS Power - Behavioural Program Operating Agreement (“Schedule A”) and Schedule B, Summary of NSP’s Current Responsibilities for EM&V Under M10460 (“Schedule B”) and answer the following:

- a) Please refer to page 1 of the Letter and describe the difference in roles, responsibilities, and funding sources for EOne versus EfficiencyNS (ENS), where the latter is first referenced in Schedule A, paragraph 1.b.
- b) What is the meaning of the term “DID” that appears in Schedule B in the Load Impact section outlined in Red under the column Measurement Approach?
- c) What is the source for the data to be used to conduct the “load shift comparative analysis Pre - Post CEM activation” referenced in the Load Impact section of Schedule B?

**Request IR-2:** Refer to page 2 of the Letter where it states “In its Application for Approval of a Supply Agreement for Electricity Efficiency and Conservation Activities between EOne and NS Power (M10473), EOne noted its intention to re-introduce a residential behavioural program with similar features to those in the previously offered Home Energy Report.”

- a) What is the status of this revised Home Energy Report and when will it be deployed?
- b) Is there a module corresponding to the Home Energy Report module that measures participation by Small General, General and Small Industrial rate classes?
- c) If so, please provide more details on the plans to develop this small business report module.
- d) If not, will NS Power be exclusively responsible for providing this service to the small business rate classes?

**Request IR-3:** Refer to the Letter, bottom of page 3 through top of page 4, quoted below and answer the questions that follow.

“For greater clarity, the Parties jointly recommend that EOne undertake all Load Impact CEM evaluation of savings attributable to the HER module and the “My Recommendations” page of the CEM platform through its independent evaluation consultant, Econoler, to be further confirmed by the Board’s verifier through a single process following the evaluation methodologies and reporting presently used by EOne.”

- a) What are the roles and responsibilities performed by Econoler versus the Board’s verifier?
- b) How will EOne distinguish the results obtained for “Customer Load Shift Pre - Post CEM activation (Yearly Load profiles)” from the load shift that NS Power plans to track and report on for its TVP / TOU program as a Year 4 pilot and once it transitions beyond the pilot stage?

**Request IR-4:** Refer to the Letter page 3 which states “EOne submits that the ongoing collaborative efforts and agreement reached between the two utilities respecting the CEM and

1 EOne's behavioural program will result in a reduction in duplicative costs and efforts and is in  
2 the best interests of ratepayers."

- 3
- 4 a) What is EOne's current estimate of the amount of this reduction in costs?
  - 5 b) Who is responsible for reporting to the Board on the actual cost reduction?
  - 6 c) When will EOne file its estimated and actual reduction in costs to the Board?
  - 7 d) Does EOne plan to ask the Board for an increase in program costs to cover the assumption  
8 and transfer of these additional responsibilities from NS Power? If so, for which years of  
9 the current or future plan?

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11 **Request IR-5:** Refer to the Letter page 3 which states: "Further, EOne proposes that all savings  
12 generated through the Bidgely CEM platform be exclusively allocated and attributed to EOne  
13 in recognition of its operation and maintenance of its behavioural program through the  
14 platform, and its anticipated undertaking of all associated Load Impact EM&V costs and  
15 responsibilities."

- 16
- 17 a) How will EOne reports account for the historical savings obtained by NS Power prior to  
18 the transfer of NS Power's responsibilities to EOne?
  - 19 b) Does EOne plan to use the full series of historical savings, including yearly results  
20 generated by NS Power, to show how EOne's performance has improved going forward?
  - 21 c) What is meant by the reference in the Letter, bottom of page 2, to "branding of the My  
22 Recommendations page on the Bidgely platform" and how this decision impacted the  
23 cost of the service contract with Bidgely?
- 24  
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