

EfficiencyOne

IN THE MATTER OF: The Public Utilities Act

-and-

IN THE MATTER OF:
EfficiencyOne Behavioural Program Update

M11647

E1 Reply to Stakeholder Comments

FILED
July 18, 2024



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1 **1. INTRODUCTION**

2 EfficiencyOne (“E1”) filed a Behavioural Program Update (“Update”) with the Nova Scotia Utility
3 and Review Board (“NSUARB”) on April 8, 2024. On May 14, 2024, the NSUARB provided
4 interested parties an opportunity to provide Information Requests to E1 by May 29, 2024 and an
5 opportunity to submit comments by Thursday July 4.¹

6
7 On May 29, 2024, E1 received five Information Requests from the NSUARB and five Information
8 Requests from the Small Business Advocate. E1 provided responses to these Information
9 Requests on June 19, 2024.

10
11 On July 4, 2024, stakeholder comments were filed with the NSUARB by NS Power and the Small
12 Business Advocate.

13
14 **2. E1 REPLY TO STAKEHOLDER WRITTEN COMMENTS**

15 E1’s reply to the Stakeholder Comments is separated into the issues noted by participants in this
16 matter as follows:

- 17 • Evaluation, Measurement, and Verification (EM&V) reporting and responsibilities
18 for the Customer Energy Management (CEM) platform (Schedule A and Schedule
19 B of the Behavioural Program Update filed on April 8, 2024)
- 20 • Access to CEM for Small Business Rate Classes

21
22 **3. EVALUATION, MEASUREMENT, AND VERIFICATION**

23 In its July 4, 2024 response directed to E1, and filed with the NSUARB on the same date, NS Power,
24 provided further comment on the issue of the allocation of CEM EM&V measurement metrics
25 between E1 and NS Power and the question raised by the NSUARB through its IR-5, in particular
26 in relation to the allocation of reporting and responsibilities as set out in the filed Schedule “A” -
27 EfficiencyOne/NS Power - Behavioural Program Operating Agreement and as further set out in

¹ M11647, NSUARB Letter, May 14, 2024.

1 Schedule "B" to E1's April 08, 2024 letter to the NSUARB.

2
3 As noted by NS Power, E1 and NS Power have committed to, and will be pursuing further direct
4 discussions with a view to aligning positions on the CEM EM&V reporting and responsibilities
5 consistent with the operation of the E1 Behavioural Program and in the best interest of
6 ratepayers.

8 **4. SMALL BUSINESS RATE CLASSES**

9 The Small Business Advocate submitted:

10 "....it is crucial for the small business rate classes to receive the type of information that
11 is currently offered through the Residential Behavioral Program report so that those
12 businesses can have the opportunity to understand how they operate and to find
13 solutions for reducing their energy costs. EOne's business report should show how its
14 Customer Energy Management report and dashboard information will help small business
15 customers evaluate the effectiveness of participating in EOne's program offerings."²

16
17 As noted in E1's Information Request response to the SBA³, the initial launch of the Residential
18 Behaviour program component is focused on residential customers only. E1 intends to assess the
19 possibility of expanding this program to small business customers as part of the 2026-2030 DSM
20 Plan development.

21
22 E1 is supportive of the SBA comments and is committed to exploring, through further discussion
23 with the SBA, the incorporation of similar type offering to the small business rate classes through
24 the 2026-2030 DSM Plan development.

26 **5. CLOSING**

27 E1 appreciates the ongoing stakeholder engagement on the Behavioural Program Update and

² M11647, SBA Comments, page 1, July 4, 2024.

³ M11647, E1 (SBA) Information Request RIR-02 (b), page 2 of 2, June 19, 2024.

- 1 thanks the NSUARB and DSMAG members for the opportunity to respond to these comments.