



Q3 2024 Demand Side Management Report

2024 Quarter Three

Activity for the period July 1 – September 30, 2024

Efficiency Nova Scotia is a franchise awarded by the Province of Nova Scotia to EfficiencyOne, an independent not-for-profit corporation. The franchise was created to help Nova Scotians reduce their energy consumption and improve their energy efficiency and conservation at home and at work.

Date Filed: November 25, 2024

TABLE OF CONTENTS

1. INTRODUCTION.....	1
2. YEAR-END FORECAST.....	2
3. Quarterly Highlights.....	5
3.1 Participation	5
3.2 Unit Cost.....	7
3.3 Year-to-Date Expenditures.....	9
4. RESIDENTIAL SECTOR.....	10
4.1 Residential Efficient Product Rebates.....	10
4.2 Existing Residential.....	12
5. BUSINESS, NON-PROFIT AND INSTITUTIONAL (BNI) SECTOR.....	16
5.1 Efficient Product Rebates.....	16
5.2 Custom Incentives.....	17
5.3 Direct Installation	19
6. DEMAND RESPONSE	20
7. INCENTIVE REPORTING.....	22
8. LOW-INCOME, DIVERSE, AND UNDERSERVED COMMUNITIES.....	23
9. ENABLING STRATEGIES.....	26
10. CONCLUSION	30

LIST OF TABLES

Table 1: 2024 Approved Plan, Mid-Course Adjustments, Year-End Forecast, and Q3 Results	4
Table 2: Participation Rates	6
Table 3: Unit Cost	8
Table 4: Residential Efficient Product Rebates	10
Table 5: Existing Residential	12
Table 6: BNI Efficient Product Rebates	16
Table 7: Custom Incentives	18
Table 8: Direct Installation	19
Table 9: Demand Response	21
Table 10: Q3 and YTD Results Applicable to Affordable Single-family Homes, Affordable Multi-family Housing, and Mi'kmaw Home Energy Efficiency Project	25
Table 11: Q3 and YTD 2024 Results Applicable to Low-Income and Underserved Communities, Non-Targeted Programs	25
Table 12: Enabling Strategies	27

LIST OF FIGURES

Figure 1: 2024 Year-to-Date DSM Expenditures	9
--	---

ATTACHMENTS

Attachment 1: Year-to-date 2024 Rate Class Results

Attachment 2: Update On Implementation of 2023 Evaluation and Verification
Recommendations

1. INTRODUCTION

The third quarterly report of 2024 (Q3) summarizes EfficiencyOne's (E1) Demand Side Management (DSM) results as administrator and operator of the Efficiency Nova Scotia (ENS) franchise for the period of July 1 to September 30, 2024. This report provides Q3 and year-to-date (YTD) savings results, program activity highlights, and E1's current year-end forecast.

E1's 2023-2025 DSM Plan Compliance filing ("Plan as approved" or "Plan") was approved by the Nova Scotia Utility and Review Board ("NSUARB") on November 8, 2022, with an aggregate investment of \$173.0 million over the three-year-period.¹ The NSUARB established four Performance Targets to be achieved over the Plan period and approved a compliance threshold of 90 percent or greater for each Target ($\geq 90\%$):²

- 412.7 GWh of cumulative annual energy savings;
- 78.8 MW of cumulative annual peak demand savings;³
- 17.9 MW of available capacity attributed to demand response initiatives; and
- 15.8 GWh of cumulative annual energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and the Mi'kmaw Home Energy Efficiency Project.

In Q1 2024, E1 set mid-course adjusted 2024 savings targets of 142.6 GWh of incremental annual net energy savings, 25.7 MW of annual net peak demand savings, 7.2 MW of available capacity, and 5.3 GWh of net energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and the Mi'kmaw Home Energy Efficiency Project, within an investment of \$59.6 million.

¹ M10473, NSUARB Order, page 1, November 8, 2022.

² M10473, E1 2023-2025 DSM Resource Plan Compliance Filing, Executed Supply Agreement, Appendix C, Schedule A, page 1, October 4, 2022.

³ M10473, E1 2023-2025 DSM Resource Plan Compliance Filing, Executed Supply Agreement, Appendix C, Schedule A, page 1, October 4, 2022. As per Schedule A of the Supply Agreement, the total cumulative demand savings of 96.7 MW includes 78.8 MW of cumulative annual net peak demand savings and 17.9 MW in available demand response capacity over the Term.

2. YEAR-END FORECAST

E1 updated its year-end forecast in October 2024 and is projecting to meet its energy and available capacity 2024 mid-course adjusted targets at the portfolio level, while net peak demand savings, and net energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes and the Mi'kmaw Home Energy Efficiency Project are projected to fall short of target. The current forecast projects that E1 will achieve 142.6 GWh of energy savings, 24.9 MW of net peak demand savings, 7.3 MW of available capacity, and 4.3 GWh of net energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and the Mi'kmaw Home Energy Efficiency Project, within an investment of \$64.6 million, which is above the Plan investment of \$57.5 million, utilizing \$7.1 million of the \$7.8 million underspend from 2023.

E1's year-end forecast projects that Residential Efficient Product Rebates and Custom Incentives will overachieve their mid-course adjusted energy and demand savings targets; while Existing Residential, Business, Non-profit, and Institutional (BNI) Efficient Product Rebates, and Direct Installation are expected to slightly underachieve. Demand Response is expected to meet its mid-course adjusted available capacity target.

Forecasted expenditures are higher than the mid-course adjusted spending target, driven primarily by the Residential sector programs. In the Instant Savings program component of Residential Efficient Product Rebates, strong uptake of higher, last-chance rebates offered on certain LED lighting products (which will be considered baseline starting in 2025) has increased spending. In Existing Residential, higher-than-anticipated participation in Affordable Single-family Homes (particularly among past participants who are now eligible to have a heat pump installed) has increased spending, with the program component forecast to slightly exceed its mid-course adjusted energy and demands savings targets despite reduced savings expected in the 2024 DSM Evaluation results, as a result of a billing analysis to update the HOT2000 modelling software overestimation ratio.

1 Table 1 presents E1's 2024 Plan estimates, 2024 mid-course adjustments, updated 2024 year-
2 end forecast, and Q3 and year-to-date results. Within this report, E1 has provided program level
3 variance explanations where the year-end forecast varies by 25 percent (+/-25%) as compared to
4 the 2024 mid-course adjusted targets.

1 **Table 1: 2024 Approved Plan, Mid-Course Adjustments, Year-End Forecast, and Q3 Results**

		2024 Plan as Approved					2024 Mid-Course Adjustments					2024 Year-End Forecast					Q3 and YTD 2024 Results										Program Status				
		First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak EE Demand Savings (MW)	Investment (\$ million)	Available Capacity (MW)	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak EE Demand Savings (MW)	Investment (\$ million)	Available Capacity (MW)	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Investment (\$ million)	Available Capacity (MW)	First-Year Energy Savings (GWh)		Lifetime Energy Savings (GWh)		Peak EE Demand Savings (MW)		Expenditures (\$ million)		Available Capacity (MW)		Program Status - First-Year Energy Savings	Program Status - Peak Demand Savings	Program Status - Available Capacity		
																	Q3 Actual	YTD Actual	Q3 Actual	YTD Actual	Q3 Actual	YTD Actual	Q3 Actual	YTD Actual	Q3 Actual	YTD Actual				Q3 Actual	YTD Actual
Residential	Energy Efficiency (EE) Programs																														
	Efficient Product Rebates		10.4	91.2	1.1	4.6	-	14.5	125.4	2.0	5.9	-	17.2	149.6	2.1	8.0	-	1.9	10.1	13.5	53.2	0.2	1.3	1.0	4.5	-	-			-	
	Appliance Retirement		1.2	5.0	0.2	1.0		1.9	7.7	0.3	1.4		2.1	8.5	0.3	1.5		0.5	1.7	2.2	6.7	0.1	0.2	0.4	1.0						
	Instant Savings		9.2	86.3	1.0	3.5		12.5	117.6	1.7	4.5		15.1	141.1	1.7	6.5		1.3	8.4	11.3	46.5	0.2	1.1	0.6	3.5						
	Existing Residential		58.8	432.9	10.2	22.5	-	46.5	615.0	11.5	19.7	-	43.2	620.9	9.8	22.7	-	13.6	33.6	222.4	564.8	2.9	7.1	5.9	15.2	-	-				
	Affordable Multi-family Housing		1.9	33.9	0.6	1.3		1.9	34.3	1.6	1.2		0.9	16.2	0.3	0.8		0.3	0.7	5.1	12.5	0.1	0.3	0.2	0.5						
	Efficient Product Installation		11.6	68.5	1.6	3.3		10.6	62.5	1.1	3.0		10.6	62.5	1.0	3.9		2.0	5.9	13.1	37.7	0.2	0.6	0.7	2.0						
	Green Heat		3.6	64.4	2.7	2.2		3.6	64.9	2.8	1.3		2.1	37.8	2.2	1.0		0.6	1.5	10.9	27.9	0.6	1.4	0.3	0.7						
	Home Energy Assessment		8.6	171.6	4.3	3.9		19.0	380.1	4.8	4.8		21.8	435.5	4.5	5.5		8.3	21.2	173.3	441.8	1.5	3.8	1.4	3.9						
	Affordable Single-family Homes		2.9	54.8	0.8	8.2		2.8	54.1	1.0	5.6		3.1	59.0	1.5	7.9		0.9	2.0	17.4	38.0	0.5	0.9	2.6	5.4						
Mikmaw Home Energy Efficient Project		0.5	9.9	0.2	1.2		0.6	11.1	0.2	1.0		0.3	5.4	0.2	1.0		0.1	0.2	1.3	5.0	0.0	0.2	0.3	0.8							
Residential Behaviour		29.8	29.8	0.0	2.2	-	8.0	8.0	0.0	2.7	-	4.4	4.4	0.0	2.5	-	1.5	2.0	1.5	2.0	0.0	0.0	0.4	2.0							
New Residential		0.0	0.0	0.0	0.0	-	0.0	0.0	0.0	0.0	-	0.0	0.0	0.0	0.0	-	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-	-					
Residential Subtotal		69.3	524.1	11.4	27.1	-	61.0	740.3	13.5	25.6	0.0	60.3	770.5	11.9	30.7	-	15.5	43.7	236.0	618.1	3.1	8.4	6.8	19.8							
Low-Income ¹		12.8	127.0	2.2	11.7		11.3	139.8	3.5	8.7		10.9	121.9	2.8	12.6		2.5	7.6	30.6	80.7	0.8	1.9	3.5	8.5							
Business, Non-Profit and Institutional (BNI)		Efficient Product Rebates		35.3	525.5	6.7	7.4	-	39.7	591.6	5.1	9.7	-	36.6	545.3	5.1	8.5	-	9.2	25.8	144.5	404.2	1.4	3.7	2.2	5.6	-	-			-
		Business Energy Rebates		35.3	525.5	6.7	7.4		39.7	591.6	5.1	9.7		36.6	545.3	5.1	8.5		9.2	25.8	144.5	404.2	1.4	3.7	2.2	5.6					
		Custom Incentives		25.7	312.9	5.1	8.4	-	31.3	368.5	4.6	8.6	-	35.5	432.0	5.6	9.0	-	6.0	15.3	81.6	198.6	0.9	2.1	2.0	4.6	-	-			
		Custom		23.1	308.0	4.8	7.5		27.0	360.6	4.1	7.5		31.9	425.2	5.2	7.8		5.9	15.2	81.3	198.1	0.9	2.1	1.7	4.1					
		Strategic Energy Management		2.7	5.0	0.3	0.9		4.2	7.9	0.5	1.1		3.6	6.8	0.4	1.2		0.1	0.2	0.3	0.5	0.0	0.0	0.2	0.5					
		Direct Installation		12.2	177.7	2.5	6.6	-	10.6	153.7	2.6	6.5	-	10.1	147.3	2.3	6.9	-	2.5	5.9	38.2	93.2	0.4	1.2	1.7	4.0	-	-			
		Small Business Energy Solutions		12.2	177.7	2.5	6.6		10.6	153.7	2.6	6.5		10.1	147.3	2.3	6.9		2.5	5.9	38.2	93.2	0.4	1.2	1.7	4.0					
		BNI Subtotal		73.3	1,016.2	14.3	22.4	-	81.6	1,113.8	12.2	24.8	-	82.3	1,124.5	13.0	24.4	-	17.7	47.0	264.3	696.0	2.7	6.9	5.9	14.2					
		Low-Income ¹		1.0	14.1	0.3	0.2		1.0	14.0	0.2	0.2		9.2	157.4	2.2	3.7		1.7	4.8	30.2	88.3	0.4	1.0	0.8	2.1					
		Programs subtotal		142.6	1,540.3	25.6	49.5	-	142.6	1,854.1	25.7	50.4	-	142.6	1,895.0	24.9	55.0	-	33.2	90.7	500.3	1,314.1	5.8	15.4	12.7	34.0	-	-			
Enabling Strategies					4.5					5.4					6.7								1.3	4.0							
Energy Efficiency Programs Total		142.6	1,540.3	25.6	54.0	-	142.6	1,854.1	25.7	55.8	-	142.6	1,895.0	24.9	61.7	-	33.2	90.7	500.3	1,314.1	5.8	15.4	14.0	38.0	-	-			-		
Demand Response		Demand Response (DR) Program ²																													
		Demand Response					3.5	10.0				3.8	7.2		2.9	7.3								0.5	2.3	0.0	7.3				
		Residential Demand Response					2.2	2.9				1.5	0.2		1.3	0.2								0.4	1.0	0.0	0.2				
		BNI Demand Response					1.3	7.1				2.3	7.0		1.5	7.0								0.2	1.3	0.0	7.0				
		Total (EE + DR)		142.6	1,540.3	25.6	57.5	10.0	142.6	1,854.1	25.7	59.6	7.2	142.6	1,895.0	24.9	64.6	7.3	33.2	90.7	500.3	1,314.1	5.8	15.4	14.5	40.3	0.0	7.3	-	-	

2024 Plan as Approved refers to the investment and savings targets as provided in the 2023-2025 DSM Resource Plan Compliance filing. See M10473, 2023-2025 DSM Resource Plan Compliance Filing, Appendix C, Schedule E, at page 41. [October 4, 2022]. The NSUARB approved the 2023-2025 DSM Plan on November 8, 2022.

Numbers may not sum due to rounding. Energy and demand savings are calculated at the generator and are net of free-ridership and spillover. Expenditure amounts are unaudited.

The mid-course adjusted targets incorporate organizational insights, and updated energy and demand savings results that reflect the 2023 program evaluations.

Program status compares the 2024 year-end forecast to 2024 mid-course targets. Green denotes an anticipated variance of less than 10% below, yellow denotes an anticipated variance of 10% to 25% below, and red denotes an anticipated variance of 25% below the 2024 mid-course targets for energy, net peak demand savings, and demand response.

The New Residential program, featuring the New Home Construction program component, ended on December 31, 2023. The wind-up of the program was outlined in E1's 2023-2025 DSM Plan.

¹ Reflects participation by low-income customers. Numbers are a subset of Residential and BNI Efficient Product Rebates, Existing Residential, Custom Incentives, and Direct Installation programs and include savings applicable to E1's dedicated programs and E1's non-targeted programs (incidental savings) for low-income, underserved, and diverse communities.

² Demand Response results reflect available capacity savings achieved during the 2023/24 utility peak period season (i.e., December 1, 2023 through to February 29, 2024).

3. QUARTERLY HIGHLIGHTS

In Q3 2024, E1 achieved 33.2 GWh of net incremental energy savings and 5.8 MW of net peak demand savings. Year-to-date, E1 has achieved 90.7 GWh of net incremental energy savings, 15.4 MW of net peak demand savings, and 7.3 MW of available capacity savings (2024 available capacity savings were achieved during the December 2023 - February 2024 utility peak period).

This section provides results on program participation, unit cost data, and DSM expenditures for the Q3 period. 2024 rate class allocations and year-to-date rate class results by program are provided in Attachment 1.

3.1 Participation

Q3 participation results are provided in Table 2 as compared to the projected participation uptake in the 2024 Plan and the mid-course adjusted targets.

Results provide insight into current trends within program components. For example, while year-to-date participation in Small Business Energy Solutions is relatively low, program changes in Q2 (increasing the eligibility cap for businesses from 350,000 kWh of electrical energy consumption annually to 600,000 kWh, extending the pre-approval window from 120 days to 180 days, and increasing unitary incentives across the measure catalogue) began to positively impact participation in Q3, with an even larger boost expected in Q4. In Affordable Multi-family Housing, fewer applications for prescriptive projects (which represent the majority of the program component's savings) have been received, resulting in lower year-to-date participation. In Affordable Single-family Homes, year-to-date participation is already triple what was achieved in 2023, as some of the challenges experienced when the program component launched in 2023 begin to ease.

1 **Table 2: Participation Rates**

		Participation						Participation Unit
		2024 Plan as Approved	2024 Mid-Course (MCA)	Q3 2024 Results	YTD 2024 Results	% of YTD 2024 Results to MCA	% of 2024 Plan as Approved	
Residential	Efficient Product Rebates	101,991	255,495	15,653	189,619	74%	186%	Units rebated
	Appliance Retirement	2,973	5,427	1,357	4,181	77%	141%	
	Instant Savings	99,019	250,068	14,296	185,438	74%	187%	
	Existing Residential							
	Affordable Multi-family Housing	42	140	18	56	40%	134%	Projects
	Efficient Product Installation	221,507	147,930	36,431	114,894	78%	52%	Products
	Green Heat	3,408	1,195	360	987	83%	29%	Units rebated
	Home Energy Assessment	1,827	4,392	1,685	4,335	99%	237%	Homes
	Affordable Single-family Homes (ASFH)	493	695	346	782	113%	159%	Homes
	<i>(ASFH) Appliance Replacements</i>	217	10	4	17	170%	8%	Products
	Mi'kmaw Home Energy Efficient Project (MHEEP)	118	168	44	142	85%	120%	Homes
	<i>MHEEP Appliance Replacements</i>	130	2	0	2	100%	2%	Products
	Residential Behaviour	131,379	261,000	240,587	243,562	93%	185%	Participants ¹
	New Residential	0	0	0	0	N/A	N/A	Homes
Business, Non-Profit and Institutional	Efficient Product Rebates	206,157	245,647	47,114	138,165	56%	67%	Units rebated
	Business Energy Rebates	206,157	245,647	47,114	138,165	56%	67%	Units rebated
	Custom Incentives							
	Custom	266	131	23	71	54%	27%	Projects
	SEM	8	11	11	11	100%	146%	Participants
	Direct Installation	110,270	74,590	13,275	31,670	42%	29%	Products
Demand Response	Small Business Energy Solutions	110,270	74,590	13,275	31,670	42%	29%	Products
	Demand Response	15,074	427	0	427	100%	3%	Participants ²
	Residential Demand Response	14,468	350	0	350	100%	2%	Participants
	BNI Demand Response	606	77	0	77	100%	13%	Participants

2024 Plan as Approved participation refers to the participation as provided in the 2023-2025 DSM Resource Plan Compliance filing. See M10473, 2023-2025 DSM Resource Plan Compliance Filing, Appendix C, Schedule E, page 56–122. [October 4, 2022]. The NSUARB approved the 2023-2025 DSM Plan on November 8, 2022.

The New Residential program, featuring the New Home Construction program component, ended on December 31, 2023. The wind-up of the program was outlined in E1's 2023-2025 DSM Plan.

Affordable Single-family Homes and Mi'kmaw Home Energy Efficiency Project Appliance Replacements are a subset of participating homes. (Participation in Plan was presented by products and homes.)

¹ Residential Behaviour participation is defined as the number of unique participants who have received an Efficiency Insights Report. Participation fluctuates from month-to-month based on customer billing cycles, so quarterly participation is represented by the highest monthly participation achieved in that period. Similarly, year-to-date participation reflects the highest monthly participation achieved year-to-date.

² Demand Response participation is defined as the number of BNI facilities and Residential households participating in NS Power curtailment events coordinated by E1. For BNI Demand Response, participation is defined as the number of facilities participating in curtailment events (i.e., a business may have one or multiple facilities participating but each facility is counted as one participant). For Residential Demand Response, participation is defined as the number of households participating in each technology pathway (i.e., one household participating in both smart thermostat direct load control and electric vehicle telematics and chargers would count as two participants). Each BNI Demand Response participant has at least one NS Power account/meter enrolled in curtailment events, although some participants have multiple accounts/meters enrolled in curtailment events. Each Residential Demand Response participant has at least one device of a technology pathway, but may have multiple devices of a technology pathway.

3.2 Unit Cost

Table 3 presents unit cost data for the 2024 Plan, the mid-course adjusted unit cost, the year-end forecast unit cost, and year-to-date results.

E1's year-to-date unit cost at the portfolio level is \$0.42/kWh. E1's year-end forecast projects a unit cost of \$0.43/kWh, which is slightly higher than the mid-course adjusted unit cost of \$0.39/kWh. Residential Efficient Product Rebates, Existing Residential, and Direct Installation are tracking to come in above their mid-course adjusted unit cost; while BNI Efficient Product Rebates and Custom Incentives are projected to come in below.

In Residential Efficient Product Rebates, the forecasted unit cost reflects strong customer uptake of higher lighting product rebates being offered by the Instant Savings program component during its two seasonal campaigns (spring and fall) in 2024, which is the final year certain LED lighting products will be part of the program component due to baseline changes in 2025.

In Existing Residential, the unit cost continues to be impacted by the Residential Behaviour program component where forecasted spending is consistent with the mid-course adjusted target, but energy savings are expected to be lower in 2024 as the program ramps up following its Q2 launch. The Mi'kmaw Home Energy Efficiency Project is also forecasting a higher unit cost, largely driven by expected reduced savings, resulting from a billing analysis to update the HOT2000 modelling software overestimation ratio planned for the 2024 DSM Evaluation.

In Direct Installation, the forecasted unit cost is slightly higher than the mid-course adjusted unit cost but trended down in Q3 compared to Q2, alongside forecasted year-end expenditures.

No programs have a variation of +/- 25% in the year-end forecast as compared to their mid-course adjusted unit costs.

Table 3: Unit Cost

		First-Year Unit Cost			
		2024 Plan as Approved (\$/kWh)	2024 Mid-Course Adjustment (\$/kWh)	2024 Year-End forecast (\$/kWh)	2024 Actual YTD (\$/kWh)
Residential	Efficient Product Rebates	0.44	0.41	0.47	0.45
	Appliance Retirement				
	Instant Savings				
	Existing Residential	0.38	0.42	0.52	0.45
	Affordable Multi-family Housing				
	Efficient Product Installation				
	Green Heat				
	Home Energy Assessment				
Business, Non-Profit and Institutional (BNI)	Affordable Single-family Homes				
	Mi'kmaw Home Energy Efficiency Project				
	Residential Behaviour				
	New Residential	N/A	N/A	N/A	N/A
	Residential Subtotal	0.39	0.42	0.51	0.45
	<i>Low-Income</i> ¹	<i>0.92</i>	<i>0.77</i>	<i>1.16</i>	<i>1.13</i>
	Efficient Product Rebates	0.21	0.24	0.23	0.22
	Business Energy Rebates				
Business, Non-Profit and Institutional (BNI)	Custom Incentives	0.33	0.28	0.25	0.30
	Custom				
	EMIS & SEM				
	Direct Installation	0.54	0.62	0.68	0.67
	Small Business Energy Solutions				
	BNI Subtotal	0.31	0.30	0.30	0.30
	<i>Low-Income</i> ¹	<i>0.21</i>	<i>0.24</i>	<i>0.40</i>	<i>0.43</i>
	Programs Subtotal	0.35	0.35	0.39	0.37
Total	Enabling Strategies	-	-	-	-
	Total	0.38	0.39	0.43	0.42

2024 Plan as Approved refers to the investment and savings targets as provided in the 2023-2025 DSM Resource Plan Compliance filing. See M10473, 2023-2025 DSM Resource Plan Compliance Filing, Appendix C, Schedule E, at page 41. [October 4, 2022]. The NSUARB approved the 2023-2025 DSM Plan on November 8, 2022.

First-year unit cost is provided to two decimal places due to the relative magnitude of the figures. Unit costs are calculated using energy savings at the generator, net of free-ridership and spillover, and using unaudited expenditure amounts.

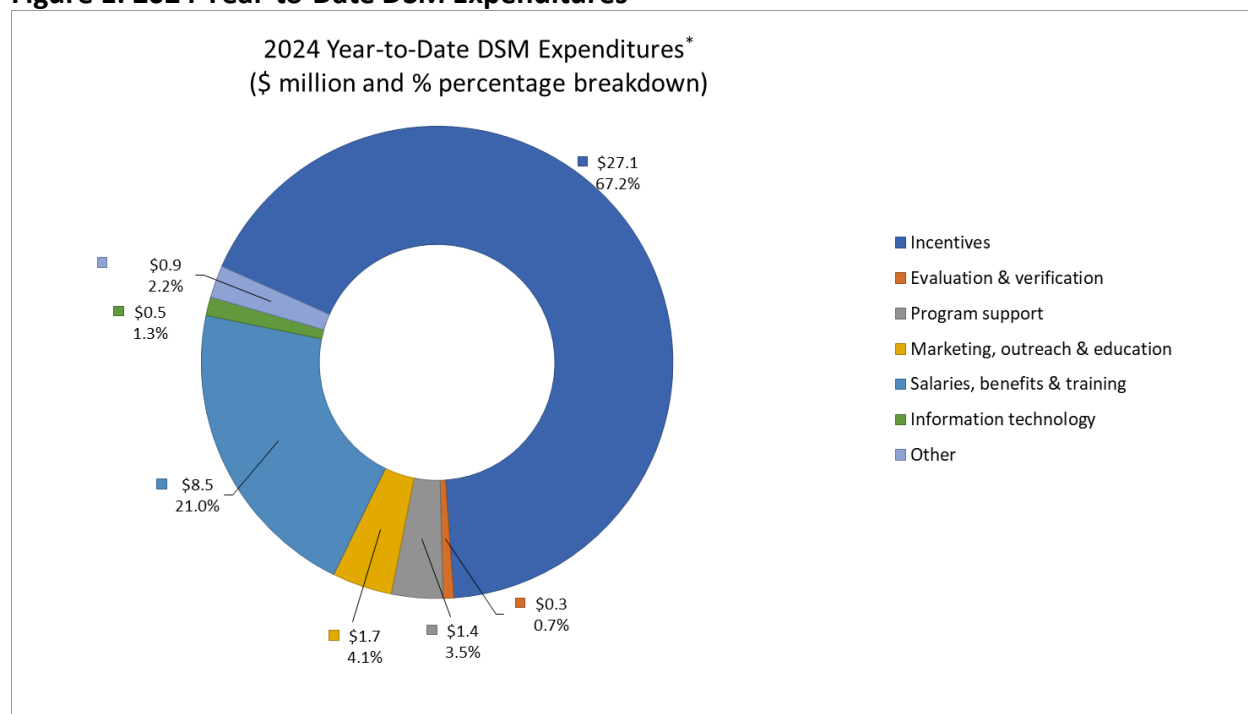
The New Residential program, featuring the New Home Construction program component, ended on December 31, 2023. The wind-up of the program was outlined in E1's 2023-2025 DSM Plan.

¹ Reflects savings from E1's targeted and non-targeted programs applicable to low-income, diverse and under-served communities. Numbers are a subset of overall Efficient Product Rebates (Residential and BNI), Existing Residential, Custom Incentives, and Direct Installation programs.

3.3 Year-to-Date Expenditures

Figure 1 presents a breakdown, by category, of E1's expenditures year-to-date. Expenditure results year-to-date are \$40.3 million. E1's incentive expenditures, as a percentage of total expenditures, are comparable to the level of incentive expenditures over the same period in 2023.

Figure 1: 2024 Year-to-Date DSM Expenditures



*Expenditure amounts are unaudited and rounded to the nearest million.

4. RESIDENTIAL SECTOR

E1's Residential Sector offers the following two programs:

- Efficient Product Rebates; and
- Existing Residential.

(Note: The New Residential program, featuring the New Home Construction program component, ended on December 31, 2023. The program's wind-up was outlined in E1's 2023-2025 DSM Plan.)

The Residential sector achieved 15.5 GWh of net incremental energy savings and 3.1 MW of net peak demand savings in Q3. E1 expects to be slightly below its 2024 mid-course adjusted Residential energy and demand savings of 61.0 GWh and 13.5 MW, respectively, at year-end.

Tables 4 and 5 provide Q3 program highlights. E1 also provides explanations where the year-end forecast for a program varies by 25 percent or more, as compared to the 2024 mid-course adjustments. In Q3, this applies to expenditures for Residential Efficient Product Rebates.

4.1 Residential Efficient Product Rebates

The Residential Efficient Product Rebates program consists of two program components:

- Appliance Retirement; and
- Instant Savings.

Table 4: Residential Efficient Product Rebates

RESIDENTIAL EFFICIENT PRODUCT REBATES (2024)				
Residential Efficient Product Rebates	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2024 Plan	10.4	1.1	4.6	0.44
2024 MCA Target	14.5	2.0	5.9	0.41
2024 Year-End Forecast	17.2	2.1	8.0	0.47
Q3 2024 Actual	1.9	0.2	1.0	-
YTD 2024 Actual	10.1	1.3	4.5	0.45

RESIDENTIAL EFFICIENT PRODUCT REBATES (2024)	
- The forecast shows Residential Efficient Product Rebates is on track to achieve its mid-course adjusted energy savings and demand savings. - The latest spending forecast for 2024 is higher than the mid-course adjusted target as a result of strong uptake on higher lighting rebates during the spring and fall Instant Savings campaigns.	
Program Components	
Appliance Retirement retires old, inefficient household appliances (e.g., refrigerators, freezers, room air conditioners) by offering free appliance pick-up from homes, proper recycling, and a financial incentive. The program component also coordinates the replacement of inefficient appliances (dehumidifiers, refrigerators, and freezers), for eligible participants in both the Affordable Single-family Homes and Mi'kmaw Home Energy Efficiency Project program components.⁴	
Instant Savings offers point-of-sale rebates to retail customers who purchase eligible energy efficient products.	
Appliance Retirement Highlights	
- In Q3, Appliance Retirement remained on track to meet its 2024 energy and demand savings targets. - Wait times for participants were low in Q3, with appliance pick-up requests in the Halifax Regional Municipality being fulfilled within 10 days, and less than 30 days in other municipalities. - Marketing activities in Q3 included email, paid media, and social media campaigns.	
Instant Savings Highlights	
- Q3 energy and demand savings were consistent with expectations as the program component geared up for its fall campaign, which launched September 23 and will run until November 17. Like the spring campaign, fall campaign results are expected to be driven by increased rebate levels for certain LED lighting products which will be considered baseline starting in 2025. Rebates for eligible lighting products are up to 80% off in the fall campaign, an increase from the rebate offered in the spring campaign (up to 70% off), and the last chance for Nova Scotians to access higher rebates on these products. Once the fall campaign is complete, rebates on those LED lighting products will revert to regular year-round levels until December 31, 2024. - The fall campaign is supported by a full marketing effort including emails, social media, and paid media. - A marketing campaign promoting year-round products that launched in May ran until mid-September. It included paid media, email, and social media components. The campaign more than doubled its engagement goal.	

1

⁴ Savings from appliance replacements are claimed within the Affordable Single-family Homes and Mi'kmaw Home Energy Efficiency Project program components. E1 also receives funding from the Province of Nova Scotia to administer Affordable Single-family Homes for non-electrically heated homes. Costs for appliance replacements in non-electrically heated homes are paid for by DSM funds.

4.2 Existing Residential

The Existing Residential program consists of the following program components:

- Affordable Multi-family Housing and Non-Profit Organizations;
- Affordable Single-family Homes;
- Efficient Product Installation;
- Green Heat;
- Home Energy Assessment;
- Mi'kmaw Home Energy Efficiency Project; and
- Residential Behaviour.

Table 5: Existing Residential

EXISTING RESIDENTIAL (2024)				
Existing Residential	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2024 Plan	58.8	10.2	22.5	0.38
2024 MCA Target	46.5	11.5	19.7	0.42
2024 Year-End Forecast	43.2	9.8	22.7	0.52
Q3 2024 Actual	13.6	2.9	5.9	-
YTD 2024 Actual	33.6	7.1	15.2	0.45
The forecast shows Existing Residential is tracking to come in below its mid-course adjusted energy savings and demand savings. This is primarily driven by reduced savings expected from Residential Behaviour, which launched in Q2, and Affordable Multi-family Housing, where applications have been lower than expected. Year-end forecasted spending is above the mid-course adjusted level driven mostly by Affordable Single-family Homes, where increased participation is needed to offset reduced savings expected in the 2024 DSM Evaluation results, as a result of a billing analysis to update the HOT2000 modelling software overestimation ratio.				
Program Components				
- The Affordable Multi-family Housing and Non-Profit Organizations program component assists non-profit organizations (e.g., shelters, transition houses, community hubs etc.) and affordable housing owners with financial incentives for building retrofit projects. Projects are completed through a comprehensive or prescriptive stream. - Affordable Single-family Homes (marketed as HomeWarming) provides a whole-home retrofit service at no-cost to income-qualified Nova Scotians. Upgrades delivered are inclusive of energy efficiency assessments and upgrades to building envelopes (including air tightness and insulation), space heating (e.g., heat pump installations), and ventilation and appliance replacements.				

EXISTING RESIDENTIAL (2024)
• Efficient Product Installation provides homeowners and tenants with free-of-charge direct installation of energy efficient products such as LED lamps, smart thermostats, air sealing measures, and water-saving measures. • Green Heat provides financial incentives to homeowners to reduce electricity consumption through the installation of high-efficiency space and water heating systems. Heat pump, biomass, and solar heating systems are eligible, as are peak demand reduction measures, such as electric thermal storage, three-element water heaters, and domestic hot water heater timers. • Home Energy Assessment encourages homeowners to improve the energy efficiency and comfort of their homes by improving building envelopes, as well as installing space heating and water heating systems, by providing rebates for eligible energy efficiency upgrades. • The Mi'kmaw Home Energy Efficiency Project provides energy efficiency upgrades to band-owned homes in the 13 Mi'kmaw communities in Nova Scotia. Activities include a pre-retrofit ("D") and post-retrofit ("E") home energy assessment along with the completion of recommended upgrades (e.g., building envelope, space heating or water heating equipment upgrades and appliance replacements). Delivered in partnership with E1, community housing managers, delivery agents, and preferred contractors of the Mi'kmaw communities, all upgrades are managed by E1 and/or its delivery agents on behalf of the community and participant. • Residential Behaviour launched in Q2 2024. Through personalized and timely energy-use feedback and analysis, customers are given tools to make more informed choices about their energy consumption behaviours and directed to E1 programs and services that can help them reduce their electricity consumption. Residential Behaviour features a customer portal with electronic home energy reporting tools enabled through advanced metering infrastructure (AMI) data. Paper and electronic home energy reports are delivered to participants each billing cycle.
Affordable Multi-family Housing Highlights
• Energy savings remained low in Q3, as the program component is receiving fewer applications for prescriptive projects than expected in 2024. Average savings per project have also declined, primarily the result of smaller (1-3 unit) multi-unit residential buildings making up a larger percentage of applications through the prescriptive stream in 2024. • Efforts to drive participation in Q3 included: ○ amending the program component's affordability criteria to reduce barriers; ○ planning public webinars for the Efficiency Preferred Partner network to take place in Q4; and ○ focusing on intake to ensure applicants interested in the program are entered into the system promptly. (September was a record month with 60 applications processed and initiated.) • A marketing campaign in support of Affordable Multi-family Housing that launched in May continued throughout Q3. A key target of the campaign is non-profit organizations such as churches, legions, community halls, and shelters. An email campaign targeting multi-unit residential buildings is being planned for Q4.
Affordable Single-family Homes Highlights
• Affordable Single-family Homes energy and demand savings in Q3 and year-to-date are both higher than the same periods last year, and the program component is on track to meet its mid-course adjusted targets, despite reduced savings expected in the 2024 DSM Evaluation results, as

EXISTING RESIDENTIAL (2024)
a result of a billing analysis to update the HOT2000 modelling software overestimation ratio. Increased participation is offsetting the expected reduced savings. - Additional heat pump contractors were added to the HomeWarming program in Q3 bringing the total to 43. The new contractors are helping to address the increased interest and surge of applications from Nova Scotian homeowners resulting from provincial and federal funding announcements for heat pump initiatives over the last couple of years. (Note: Although the government funding is tailored primarily towards non-electrically heated homes, E1 continues to see a strong interest in the program component and a surge in applications from both electric and non-electric heated homes.). - Automated emails, launched in Q1 as a way to increase communication and customer satisfaction among Affordable Single-family Homes applicants, continued in Q3.
Efficient Product Installation Highlights
- Participation and savings results are lower year-to-date than last year. Measure saturation continues to rise, leading to fewer homes visited and lower average savings per home. - Electrician-installed measures (e.g. smart thermostats, motion sensors, and dimmer switches) were introduced in late Q3. Two companies are installing these products and are expected to ramp up activities in Q4, providing a boost to participation and savings results. - Emails were sent to Green Heat participants who have installed mini-split heat pumps encouraging them to book an Efficient Product Installation appointment to receive a smart thermostat. - A year-round marketing campaign and community blitzes continued in Q3, both supported by paid media, social media, and targeted emails. Blitzes were held in Richmond County, Truro, Lunenburg and Pictou. Each blitz resulted in increased participation in the targeted communities.
Green Heat Highlights
- Green Heat continued to experience low application volumes in Q3, as uptake of the most popular measure in the program component (heat pumps) continues to be impacted by the federal Canada Greener Homes Grant program, co-delivered with E1's Home Energy Assessment program component. Participants that typically would have accessed Green Heat for heat pumps chose higher rebates available through the federal program before it closed in Q1, or are still applying through Home Energy Assessment to access no interest financing via the Canada Greener Homes Grant Loan. - Single-zone mini-split heat pumps represented 90% of measures in Q3; woodstoves were the second most common measure. - The Green Heat marketing campaign continued in Q3 through paid media, email, and social media. The focus of the campaign in Q3 was on the cooling options provided by heat pumps. Marketing is also targeting participants who may have missed the Canada Greener Homes Grant deadline to encourage Green Heat applications.
Home Energy Assessment Highlights
Home Energy Assessment energy and demand savings were higher in Q3 than Q2 and remained strong overall and year-to-date.

EXISTING RESIDENTIAL (2024)
- As expected, and as noted in the Q1 and Q2 2024 DSM Reports⁵, demand for initial Home Energy Assessments (EnerGuide Evaluation) continued to decline in Q3, but Home Energy Assessment remains on track to achieve its mid-course adjusted targets and achieve significant savings in 2024, despite reduced savings expected in the 2024 DSM Evaluation results, as a result of a billing analysis to update the HOT2000 modelling software overestimation ratio. Canada Greener Homes Grant participant completions continue to boost savings this year. - Falling demand for initial assessments is expected to impact energy savings in 2025. - A marketing campaign launched late in Q3 to promote Home Energy Assessment, and an email campaign is scheduled to roll out in Q4.
Mi'kmaw Home Energy Efficiency Project Highlights
- All energy assessments for the current cohort of participants were completed by the end of Q3 and delivery agents are now focused on progressing files through to installation and completion in Q4. - As reported in the Q2 2024 DSM Report, the year-end forecast shows reduced savings compared to the mid-course. This is largely driven by expected evaluation results (a billing analysis to update the HOT2000 modelling software overestimation ratio is planned for the 2024 DSM Evaluation).
Residential Behaviour Highlights
- The first energy savings results for the Residential Behaviour program component were available from delivery partner, Bidgely, in Q3. Energy savings of 0.5 GWh were achieved in Q2, and 1.47 GWh were achieved in the first two months of Q3 (July and August). September's results are not yet available. - As reported in the Q2 2024 DSM Report, E1 continues to refine performance expectations as the program ramps up following its launch in Q2. A period of lower savings is expected as it takes time for participants to act on the energy savings reports and tips. The Q2 launch also means that participants will not receive reports for a full 12-month period in 2024 and will not receive reports during most of the 2024 heating months when usage is typically greatest in Nova Scotia. - The focus in Q3 was to improve the personalization of Efficiency Insights Reports. This included enhancing the customer tip and recommendation library, refining E1 program recommendations based on past program participation, and encouraging participants to create accounts and complete the program survey to tell E1 more about their home and electricity usage patterns.

⁵ M11727, EfficiencyOne, Q1 2024 Demand Side Management Report, May 27, 2024, page 13; and M11863, EfficiencyOne, Q2 2024 Demand Side Management Report, August 26, 2024, page 13.

5. BUSINESS, NON-PROFIT AND INSTITUTIONAL (BNI) SECTOR

The BNI sector consists of the following three programs:

- Efficient Product Rebates;
- Custom Incentives; and
- Direct Installation.

Energy Manager Placements

Under this initiative, E1 places an energy manager within a large organization to identify new DSM projects and to facilitate participation in E1's programs. Five of the total 33 energy manager positions are supported by DSM funding.

The BNI sector achieved 17.7 GWh of net incremental energy savings and 2.7 MW of net peak demand savings in Q3. E1 expects to achieve its 2024 mid-course adjusted planned BNI energy and demand savings of 81.6 GWh and 12.2 MW, respectively.

Tables 6, 7, and 8 provide a discussion of Q3 program highlights. E1 also provides explanations where the year-end forecast for a program varies by 25 percent or more, as compared to the 2024 mid-course adjustments. In Q3, this does not apply to any BNI programs.

5.1 Efficient Product Rebates

The 2024 BNI Efficient Product Rebates program is marketed as Business Energy Rebates.

Table 6: BNI Efficient Product Rebates

BNI EFFICIENT PRODUCT REBATES (2024)				
BNI Efficient Product Rebates	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2024 Plan	35.3	6.7	7.4	0.21
2024 MCA Target	39.7	5.1	9.7	0.24
2024 Year-End Forecast	36.6	5.1	8.5	0.23
Q3 2024 Actual	9.2	1.4	2.2	-
YTD 2024 Actual	25.8	3.7	5.6	0.22

BNI EFFICIENT PRODUCT REBATES (2024)	
The forecast shows BNI Efficient Product Rebates is on track to achieve its mid-course adjusted demand savings target, while energy savings are expected to come in slightly below as savings were lower than expected in the Instant Rebates service in Q3. Spending is also lower than its mid-course adjusted target, reflective primarily of the lower energy savings.	
Program Component	
The Business Energy Rebates program component provides financial incentives in the form of prescriptive rebates to BNI participants through both the Application Rebates and the Instant Rebate service. Application Rebates requires a project application to E1. (Note: applications are available on the ENS website). Instant Rebates are delivered through a network of participating distributors across the province.	
Business Energy Rebates Highlights	
- The Application Rebates service of Business Energy Rebates had a strong Q3, while the Instant Rebates service results for Q3 were slightly lower than expected (as compared to previous years). - In the Instant Rebates service: - Rebates on key lighting categories that were increased in Q2 are expected to gain momentum in Q4 as marketing activities promoting the increased rebates kick off in earnest. - Two new partner distributors (introduced to the Instant Rebates service in Q2) are fully onboarded and are offering instant rebates to their customers. - In the Application Rebates service: - The new Solar PV pilot rebates that launched in Q2 started to gain traction in Q3. Over 40 applications have been submitted, are currently in progress, and/or are completed. This measure is expected to increase in popularity through Q4 and into 2025. - The roadway lighting measure launched in Q2 was promoted in Q3, but no applications have been received to date. - The Business Energy Rebates team is focused on closing as many Application Rebates projects as possible by year-end in an effort to maximize savings and potentially make up for the shortfall experienced in Instant Rebates in Q3. - Two marketing campaigns continued in Q3 – a general BNI campaign targeting hospitality, small business, and industrial businesses; and a campaign focused specifically on Business Energy Rebates in-store rebates. Both campaigns are supported by paid media, social media, and email channels and are outperforming engagement goals.	

1

2 5.2 Custom Incentives

3 The Custom Incentives program consists of the following two program components:

- 4
 - Custom; and
- 5
 - Strategic Energy Management.

6

7

1 **Table 7: Custom Incentives**

CUSTOM INCENTIVES (2024)				
Custom Incentives	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2024 Plan	25.7	5.1	8.4	0.33
2024 MCA Target	31.3	4.6	8.6	0.28
2024 Year-End Forecast	35.5	5.6	9.0	0.25
Q3 2024 Actual	6.0	0.9	2.0	-
YTD 2024 Actual	15.3	2.1	4.6	0.30
The forecast shows Custom Incentives is on track to overachieve its mid-course adjusted energy savings and demand savings targets, and spending. Higher demand savings, in particular, are being driven by the performance of several Retrofit service projects within the Custom program component.				
Program Components				
- The Custom program component provides large business, non-profit and institutional participants with technical assistance and financial incentives to help reduce electricity consumption and demand and includes four services: Retrofit, Building Optimization, Pay-for-Performance, and New Construction. - Strategic Energy Management is the second program component of the Custom Incentives program and focuses on operational and procedural changes companies can make to reduce their energy usage. The goal of Strategic Energy Management is to help develop an energy management plan within organizations that focuses on business practice changes that enhance long-term energy performance and help participants achieve continuous energy savings. (Note: E1 merged the Energy Management Information Systems offering with the Strategic Energy Management program component as outlined in the 2023-2025 DSM Plan. Energy Management Information Systems, which assists institutional and industrial participants in using energy consumption data from metered systems to inform decisions about their processes, is offered as a tool to Strategic Energy Management customers.)				
Custom Highlights				
- Custom energy savings were higher in Q3 than the same quarter of 2023, and were distributed fairly evenly across the Building Optimization, Retrofit, and New Construction services. - Custom continued to target compressed air opportunities, which have shorter cycle times and can be executed more quickly than conventional projects. Program staff continue to look into new ways to improve and expand the compressed air audit offering to be more responsive to customer needs. - Engagement with companies, municipalities, and government departments pursuing and developing projects that may be eligible for Custom rebates was ongoing in Q3.				
Strategic Energy Management Highlights				

CUSTOM INCENTIVES (2024)

- Strategic Energy Management supported 11 customers in Q3, with one new participant beginning their participation in Q3. Discussions are underway to recruit an additional two participants in Q4.
- Two participants had savings claims in Q3, but most savings for the program component are expected in Q4.

5.3 Direct Installation

The Direct Installation program is marketed as Small Business Energy Solutions.

Table 8: Direct Installation

DIRECT INSTALLATION (2024)				
Direct Installation	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2024 Plan	12.2	2.5	6.6	0.54
2024 MCA Target	10.6	2.6	6.5	0.62
2024 Year-End Forecast	10.1	2.3	6.9	0.68
Q3 2024 Actual	2.5	0.4	1.7	-
YTD 2024 Actual	5.9	1.2	4.0	0.67
The forecast shows Direct Installation is tracking to come in slightly below its mid-course adjusted energy savings and demand savings targets; spending is slightly higher than the mid-course adjusted amount.				
Program Component				
- The Direct Installation program is comprised of the Small Business Energy Solutions program component. Small Business Energy Solutions offers small businesses incentives and resources to encourage them to make energy efficient upgrades in their facilities. Within the program component, eligible participants choose an audit path (with a no-charge energy audit by a Small Business Energy Auditor) or a do-it-yourself path. Participants are directed to contractors through the Efficiency Preferred Partner Network or a contractor of their choosing to complete and install approved measures. - In 2021, E1 launched a Commercial Direct Install pilot. The pilot provides free-of-charge direct installations of efficient measures (e.g., LED light bulbs, showerheads, faucet aerators, pipe wrap and tank wrap for electric hot water tanks). This pilot offering is continuing in 2024.				
Small Business Energy Solutions Highlights				
Small Business Energy Solutions saw a large uptick in applications in Q3 following several changes made in the program component in Q2 (the consumption cap for eligible businesses increased to 600,000 kWh annually, the preapproval window was extended from 120 days to 180 days, and unitary incentives were increased across the measure catalogue).				

DIRECT INSTALLATION (2024)

- Several larger projects generated significant energy savings in Q3, resulting in the highest quarter so far this year for energy savings.
- Cycle times and overall program participation continue to be affected by several factors including supply chain issues, contractors lacking required staff to keep up with demand, and contractors prioritizing large projects over smaller projects.
- Small Business Energy Solutions continued to develop the partner portal in an effort to make contractor access easier and smoother, and to improve the accuracy of data coming in from contractor-driven applications.
- The general BNI awareness campaign (which includes paid media, social media and email components) continued in Q3, and a key area of focus was small business.

6. DEMAND RESPONSE

E1 launched its Demand Response program in 2023, an initiative outlined in the 2023-2025 Plan with a Performance Target of 17.9 MW of available capacity. It is delivered through the Residential and BNI sector Demand Response program components.

In the 2023/2024 season, the BNI Demand Response program component consists of results from the Commercial & Industrial Aggregator (Aggregator), and the Residential Demand Response program component consists of results from the Eco Shift pilot launched on December 1, 2023, with the following eligible program devices: smart thermostats, electric vehicle (EV) telematics and chargers, and battery control (note: battery control devices have not yet been launched).

Table 9 provides 2024 results for the Demand Response program (Note: results reflect available capacity savings tracked during the peak period of December 1, 2023 through to February 29, 2024).

1 **Table 9: Demand Response**

DEMAND RESPONSE (2024)		
Demand Response	Available Demand Response Capacity (MW)	Expenditure (\$ million)
2024 Plan	10.0	3.5
2024 MCA Target	7.2	3.8
2024 Year-End Forecast	7.3	2.9
Q3 2024 Actual	-	0.5
YTD 2024 Actual	7.3	2.3
- Results reflect available capacity achieved during the peak period of December 1, 2023 through to February 29, 2024 (operational period). - The Demand Response program is expected to achieve its 2024 mid-course adjusted target of 7.2 MW, as the 2023/2024 season concluded in Q1 and results show 7.3 MW of available capacity achieved. These results will be evaluated by E1's independent evaluation consultant and reported in the 2024 Evaluation Reports, to be filed on March 31, 2025. Forecasted spending for the year is less than the mid-course adjusted investment, with incentive payments for the 2023/2024 season being lower than expected, and with fewer device installations in the Residential Demand Response program component than expected.		
Program Components		
- The Residential Demand Response program component aims to help facilitate a more flexible residential load that provides residential customers with economic incentives and more visibility and control of their loads. E1 has implemented three pathways for residential customers: domestic hot water direct load control, smart thermostat direct load control, and electric vehicle (EV) telematics and chargers. An additional pathway, battery control, will be added in Q4. - The BNI Demand Response program component aims to help facilitate more flexible non-residential load by providing customers with economic incentives and/or more visibility and control of their loads. In addition to the Commercial and Industrial Aggregator, E1 is exploring the implementation of additional pathways for BNI customers including standalone battery control and battery paired with solar PV projects.		
Demand Response Residential Highlights		
- The Residential Demand Response program component achieved 0.2 MW of available capacity for the 2023/2024 season, through the Eco Shift pilot, with those results still to be evaluated. Two eligible devices (smart thermostats, EV telematics and charger devices) were part of the pilot for 2023/2024 and there were 350 participants (i.e., homes participating in each technology pathway) with a total of 1,257 smart thermostats and 48 EV telematics and chargers. - Ahead of the 2024/2025 demand response season, which will begin December 1, 2024 and run until February 28, 2025, recruitment of new participants is key area of focus. Activities in Q3 included:		

DEMAND RESPONSE (2024)
○ marketing and promoting whole home heating control to encourage enrollment of as many Eco Shift pilot devices as possible ahead of the 2024/2025 season; and ○ finalizing the addition of battery control devices as a third Eco Shift eligible device, with enrollment of these types of devices expected to begin in Q4. • A total of 2,050 new controllers for the domestic hot water direct load control pathway, which was paused for the 2023/2024 season following the decision in Q2 2023 to remove installed controllers for quality reasons, were delivered in Q3. Efforts are underway to install as many as possible ahead of the 2024/2025 season.
Demand Response BNI Highlights
• The BNI Demand Response achieved 7.0 MW of available capacity for the 2023/2024 season through the Commercial and Industrial Aggregator, with those results still to be evaluated. There were 77 participants (i.e., number of facilities) enrolled in the aggregator with 102 NS Power accounts/meters. Ten demand response events were called by NS Power during the 2023/2024 season. • Participant retention and recruitment efforts continued in Q3 for the 2024/2025 season, which begins December 1, 2024 and runs until February 28, 2025 and represents the final season to achieve results towards the 2023-2025 DSM Plan target. Retention efforts are focused on the highest-performing customers from the 2023/2024 season, while recruitment efforts are focused on new customers with the highest potential for consistent available capacity. • Commercial batteries will be added as a new program measure for the 2024/2025 season, with one or more BNI customers expected to have batteries installed for the season.

7. INCENTIVE REPORTING

In the NSUARB's Decision on the 2023-2025 DSM Plan, E1 was directed to "identify any instances where E1 has adjusted the per unit incentive amount for a measure by more than 10% from the amount included in its resource plan and provide an explanation for the variance in its quarterly reports."⁶

For incentives paid this quarter, the only instance where E1 made changes to the incentive offerings in Q3 and where there was a variance of +/- 10% compared to the 2023-2025 DSM Plan values are within the Instant Savings component of the Efficient Product Rebates program.

⁶ M10473, NSUARB Decision, page 65, para 197 (g). [September 6, 2022].

Residential Sector Programs

Efficient Product Rebates

Instant Savings

To increase participation in the fall campaign resulting in additional savings from the lighting category, E1 increased rebates for several measures in Q3. Incentives had previously been the lesser of a 'dollar per unit' amount and 65% of retail package price (\$9/unit for each of the 'LED Light' measures, \$10/unit for the 'Recessed Downlight' measure, and \$15/unit for the other 'LED fixture' measures). In Q3, incentives for all three measures were changed to 80% off the retail package price (capped at \$30 for LED fixtures).

8. LOW-INCOME, DIVERSE, AND UNDERSERVED COMMUNITIES

The NSUARB has established a separate Performance Target of 15.8 GWh for cumulative annual energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and Mi'kmaw Home Energy Efficiency Project).⁷

The NSUARB has also established a Performance Indicator of incidental cumulative annual energy savings of 23.6 GWh from non-targeted programs applicable to low-income and underserved communities.⁸

Table 10 provides quarterly and year-to-date results applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and Mi'kmaw Home Energy Efficiency Project, in comparison to the respective Plan and mid-course adjusted targets. E1's year-end forecast projects that it will underachieve its 2024 mid-course adjusted target, as both Affordable Multi-family Housing and Mi'kmaw Home Energy Efficiency Project are expected to fall short of their

⁷ M10473, NSUARB Decision, page 64, para 195. [September 6, 2022].

⁸ M10473, NSUARB Decision, page 65, para 196. [September 6, 2022]. It is also assumed that low-income Nova Scotians participate in E1 programs in varying proportions; this is incidental low-income programming. E1 has used a variety of methods, where appropriate on a program-by-program basis, to estimate the proportion of incidental impacts generated through E1 programs. These estimates are provided for informational purposes as a performance indicator.

1 mid-course adjusted targets. A combination of fewer applications than expected and smaller (1-
2 3 unit) multi-unit residential buildings making up a larger percentage of applications through the
3 prescriptive stream in 2024 are resulting in lower-than-expected energy savings in Affordable
4 Multi-family Housing. Savings are also expected to be reduced in the Mi'kmaw Home Energy
5 Efficiency Project, largely driven by expected evaluation results (a billing analysis to update the
6 HOT2000 modelling software overestimation ratio is planned for the 2024 DSM Evaluation).
7 Affordable Single-family Homes is also impacted by the billing analysis and expected reduced
8 savings but is forecast to slightly overachieve its mid-course adjusted target, as increased
9 participation is offsetting the expected lower savings.

10
11 Table 11 provides quarterly and year-to-date results from non-targeted programs applicable to
12 low-income and underserved communities, in comparison to the respective Plan and mid-course
13 adjusted targets. E1's year-end forecast projects that it will exceed the mid-course adjusted
14 targets for E1's non-targeted programs applicable to low-income and underserved communities.

Table 10: Q3 and YTD Results Applicable to Affordable Single-family Homes, Affordable Multi-family Housing, and Mi'kmaw Home Energy Efficiency Project

	2024 Plan as Approved					2024 Mid-Course Adjustment				2024 Forecast (Year-End)				Q3 and YTD 2024 Results								Participation Unit		
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Investment (\$ million)	Participation (#)	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Investment (\$ million)	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	First-Year Energy Savings (GWh)		Lifetime Energy Savings (GWh)		Peak Demand Savings (MW)		Expenditures (\$ million)			Participation (#)	
														Q3 Actual	YTD Actual	Q3 Actual	YTD Actual	Q3 Actual	YTD Actual	Q3 Actual	YTD Actual		Q3 Actual	YTD Actual
Affordable Multi-family Housing	1.9	33.9	0.6	1.3	42	1.9	34.3	1.6	1.2	0.9	16.2	0.3	0.8	0.3	0.7	5.1	12.5	0.1	0.3	0.2	0.5	18	56	Projects
Affordable Single-family Homes (ASFH)	2.9	54.8	0.8	8.2	493	2.8	54.1	1.0	5.6	3.1	59.0	1.5	7.9	0.9	2.0	17.4	38.0	0.5	0.9	2.6	5.4	346	782	Homes
ASFH Appliance Replacements	-	-	-	-	217	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	4	17	Products
Mi'kmaw Home Energy Efficiency Project (MHEEP)	0.5	9.9	0.2	1.2	118	0.6	11.1	0.2	1.0	0.3	5.4	0.2	1.0	0.1	0.2	1.3	5.0	0.0	0.2	0.3	0.8	44	142	Homes
MHEEP Appliance Replacements	-	-	-	-	130	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0	2	Products
Total	5.3	98.6	1.6	10.8	-	5.3	99.5	2.8	7.9	4.3	80.6	2.1	9.7	1.3	2.9	23.7	55.4	0.6	1.3	3.1	6.7	-	-	-

2024 Plan as Approved refers to the projected savings and participation filed in the 2023-2025 DSM Resource Plan Compliance filing applicable to Affordable Single-family Homes, Affordable Multi-family Housing, and Mi'kmaw Home Energy Efficiency Project. See M10473, 2023-2025 DSM Resource Plan Compliance Filing, Appendix C, Executed Supply Agreement, Schedule E. Appliance replacements delivered through Affordable Single-family Homes and Mi'kmaw Home Energy Efficiency Project (coordinated through Appliance Retirement) are subsets of the number of participating homes.

Table 11: Q3 and YTD 2024 Results Applicable to Low-Income and Underserved Communities, Non-Targeted Programs

		2024 Plan Performance Indicators					2024 Mid-Course Adjustments				2024 Forecast (Year-End)				Q3 and YTD 2024 Results								Participation Unit				
		First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Investment (\$ million)	Participation (#)	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Investment (\$ million)	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	First-Year Energy Savings (GWh)		Lifetime Energy Savings (GWh)		Peak Demand Savings (MW)		Expenditures (\$ million)			Participation (#)			
															Q3	YTD	Q3	YTD	Q3	YTD	Q3	YTD		Q3	YTD	Q3	YTD
															Actual	Actual	Actual	Actual	Actual	Actual	Actual	Actual		Actual	Actual	Actual	Actual
Residential	Efficient Product Rebates	0.1	1.0	0.0	0.1	1,132	0.2	1.4	0.0	0.1	2.6	22.3	0.3	1.2	0.3	1.5	2.0	7.9	0.0	0.2	0.1	0.7	2,332	28,253	Units rebated		
	Appliance Retirement ⁴	0.0	0.1	0.0	0.0	33					0.1	0.2	0.3	1.0	0.1	0.2	0.3	1.0	0.0	0.0	0.1	0.1	202	623			
	Instant Savings ⁵	0.1	1.0	0.0	0.0	1,099					0.2	1.3	1.7	6.9	0.0	0.2	0.1	0.5	0.1	0.5	2,130	27,630					
	Existing Residential	7.4	27.4	0.6	0.9		5.8	38.9	0.7	0.8	4.0	19.0	0.4	1.7	1.0	3.1	4.9	17.3	0.1	0.3	0.3	1.1	-	-			
	Efficient Product Installation ²	4.1	24.1	0.6	0.6	77,921					0.7	2.8	4.7	17.0	0.1	0.3	0.3	0.9	0.3	0.9	13,869	58,031	Products Participants				
	Residential Behaviour ⁴	3.3	3.3	0.0	0.2	14,583					0.2	0.3	0.2	0.3	0.0	0.0	0.1	0.3	0.1	0.3	35,847	36,291					
	Residential Subtotal	7.5	28.4	0.6	0.9	-	6.0	40.3	0.7	0.8	6.6	41.3	0.8	2.9	1.2	4.6	6.9	25.3	0.1	0.5	0.5	1.8	-	-			
BNI	Efficient Product Rebates	0.5	6.9	0.1	0.1	2,725	0.5	7.8	0.1	0.1	2.2	41.1	0.4	0.7	0.2	1.6	3.3	30.5	0.1	0.3	0.1	0.4	2,108	9,476	Units rebated		
	Business Energy Rebates - AR & IR ^{1,4}	0.5	6.9	0.1	0.1	2,725					0.2	1.6	3.3	30.5	0.1	0.3	0.1	0.4	0.1	0.4	2,108	9,476					
	Custom Incentives	0.0	0.0	0.0	0.0	0	0.0	0.0	0.0	0.0	5.3	91.1	1.5	1.8	1.2	2.3	21.8	41.9	0.3	0.5	0.5	0.9	8	18		Projects	
	Custom ³	0.0	0.0	0.0	0.0	0					1.2	2.3	21.8	41.9	0.3	0.5	0.5	0.9	0.5	0.9	8	18					
	Direct Installation	0.5	7.1	0.1	0.1	4,436	0.4	6.2	0.1	0.1	1.7	25.2	0.4	1.2	0.3	1.0	5.2	15.9	0.1	0.2	0.2	0.7	4,027	9,500		Products	
	Small Business Energy Solutions ³	0.5	7.1	0.1	0.1	4,436					0.3	1.0	5.2	15.9	0.1	0.2	0.2	0.7	0.2	0.7	4,027	9,500					
	BNI Subtotal	1.0	14.1	0.3	0.2	-	1.0	14.0	0.2	0.2	9.2	157.4	2.2	3.7	1.7	4.8	30.2	88.3	0.4	1.0	0.8	2.1	-	-			
	Total	8.5	42.5	0.9	1.1	-	7.0	54.3	0.9	1.0	15.8	198.7	3.0	6.6	2.9	9.5	37.1	113.6	0.5	1.5	1.2	3.9	-	-			

2024 Plan Low-Income Performance Indicators refers to the projected low-income savings and participation filed in the 2023-2025 DSM Resource Plan Compliance filing. See M10473, 2023-2025 DSM Resource Plan Compliance Filing, Appendix C, Schedule E, page 56-122 [October 4, 2022]. Includes estimates of low-income participation in program components where income is not disclosed. Energy and demand savings are calculated at the generator and are net of free-ridership and spillover. Expenditure amounts are unaudited.

In the 2023-2025 Plan, low-income performance indicators for the Custom Incentives program were calculated using 2020 actuals, consistent with the approach used for other programs. Since no low-income participation was reported in 2020, the 2023-2025 Plan also contained no low-income participation. Since low-income participation was reported in 2022 and 2023, E1 anticipates non-zero low-income actuals from Custom Incentives over the 2024-2025 period, which is reflected in E1's year-end forecast. The mid-course reflects low-income ratios in the Plan.

¹ Low-income Nova Scotians are assumed to participate in proportion to the general population.

² Income disclosure is optional for program participation. Low-income participants are tracked where income information is available; otherwise low-income Nova Scotians are assumed to be as likely to participate as the general population.

³ Although the program participants are building owners, the avoided energy benefits are assumed to flow through to tenants; the proportion of low-income tenants in participating apartments is assumed to be the same proportion of low-income tenants in Nova Scotia apartments overall. Participation numbers are totals that include varying proportions of low-income and non low-income tenants. Investment and savings are estimated for the low-income portion.

⁴ The exact installation location of products receiving Business Energy Rebates Instant Rebates is unknown. The proportion of Instant Rebates measures installed in apartments is assumed to be the same as the proportion of Application Rebates installed in apartments.

9. ENABLING STRATEGIES

The Enabling Strategies component in the 2023-2025 DSM Plan focuses on the following three categories:

- Education and Outreach;
- Development and Research; and
- Other Enabling Strategies.

Table 12 provides highlights of Enabling Strategy activities in Q3.

1 **Table 12: Enabling Strategies**

ENABLING STRATEGIES	Q3 2024 ACTIVITY HIGHLIGHTS
Education and Outreach	Education and Outreach in Q3 included the following activities: • E1's summer events program took place in Q3. Overall, the summer events program team participated in 25 events (fairs, markets, festivals, etc.) in communities across the province. Participation at each included an E1 booth or display and engagement during the event with attendees about E1 programs. The summer events program included at least one event in all 18 counties in Nova Scotia. E1 also participated in one home show in Q3. • The Green Schools program wrapped up the 2023-2024 school year in Q3, and started planning for the 2024-25 school year. Activities included revamping the Green Careers presentation with the development of a new hands-on activity, conducting training for new engagement officers, and a Green Careers specialist attending and presenting at the Business is Jammin' Science, Technology, Engineering, and Mathematics (STEM) Boot Camp for black youth aged 15-18. • Ecology Action Centre activities included partnering with the Clean Energy & Equity Network community champions to develop concepts for educational videos featuring Indigenous and African Nova Scotians and mentoring them through the development of the videos; and delivery of a virtual home energy efficiency and deep retrofits presentation to Nova Scotia Seniors Safety team staff. • A virtual small business training session on E1 programs took place in September with the Immigrant Services Association of Nova Scotia (12 new Canadians participated). • E1 partnered with Discovery Centre in Q4 to deliver the Future of Efficiency Camps for girls aged 12-15. During two week-long sessions, participants explored opportunities for careers in energy efficiency and engineering through hands-on learning, field trips, and guest speakers. • There were 440 members of the Efficiency Preferred Partner network at the end of Q3, up from 416 at the end of Q2. Efficiency Preferred Partner network activities in Q3 included: ○ several networking and appointment-based events, including a networking event hosted at IKEA in Dartmouth, and multiple in-person program training sessions hosted at network member businesses. ○ a heat pump sizing and selection seminar with a guest speaker from Natural Resources Canada, which drew over 50 attendees; ○ training from the Heating, Refrigeration and Air Conditioning Institute on heat loss and heat gain calculations for right-sizing residential heating equipment; and

ENABLING STRATEGIES	Q3 2024 ACTIVITY HIGHLIGHTS
	○ ongoing access for members to training available from the American Society of Heating, Refrigerating and Air-Conditioning Engineers, and the Heating, Refrigeration and Air Conditioning Institute. • E1's social media presence on Facebook, LinkedIn, and Instagram continued to grow in Q3. E1 and/or its programs were also mentioned in two media reports in Q3.
Development and Research	Development and Research in Q3 included the following activities: <i>Research</i> • Quarterly tracking of quality assurance, participant satisfaction, and other attitudinal metrics among Nova Scotia households to help E1 respond to changing market conditions. <i>Innovation</i> • The deep retrofit navigator pilot continued in Q3 with participants in various stages of project completion. All participants are expected to complete their upgrades and have their final assessments by the end of 2024. • Development of the heat pump water heater market transformation pilot continued in Q3. Activities included updating the Efficiency Preferred Partner network's list of services to include heat pump water heaters, recruiting plumbers to join the Efficiency Preferred Partner network, planning heat pump water heater installer training sessions in four communities (Sydney, Kentville, Bridgewater, and Dartmouth) in November, and establishing heat pump water heater marketing materials and toolkit components.
Other Enabling Strategies	Other Enabling Strategies activities in Q3 included the following activities: <i>Codes and Standards</i> • E1's participation in Canadian Standards Association's (CSA) Steering Committee on Performance, Energy Efficiency and Renewables (the parent steering committee for energy efficiency-related standards development at CSA) continued. <i>Regulatory Affairs</i> E1 filed the following reports with the NSUARB: • Responses to Information Requests on the Q1 2024 DSM Report • Reply to stakeholder comments on the Behavioural Program Update • Responses to Information Requests on the 2023 Code of Conduct Annual Compliance Report and 2023 Financial Statements

ENABLING STRATEGIES	Q3 2024 ACTIVITY HIGHLIGHTS
	• Q2 2024 DSM Report Engagement with regulatory stakeholders and the DSM Advisory Group (DSMAG) on E1's next DSM Plan (2026-2030) included: • Two DSMAG sessions on developing an optimal cost-effectiveness test (benefit-cost analysis). • A revised report by Energy Futures Group was distributed to the DSMAG on the recommended Benefit Cost Analysis framework for use in the portfolio screening for E1's 2026-2030 DSM Plan. • DSMAG session on Round 1 Modelling Assumptions and Results for the 2026-2030 DSM Plan (advance materials were distributed to the DSAMG on Round 1 modelling assumptions and results). • Request for DSMAG comments on the 2023 DSM Annual Progress Report, 2023 DSM Evaluation Reports, and 2023 Savings Verification Report. Other regulatory activities included: • Ongoing development of the 2026-2030 DSM Plan • Ongoing development of the 2024 DSM annual evaluation with E1's independent evaluation consultant • Ongoing implementation of evaluation and verification recommendations. The status and expected completion timelines for the verification recommendations remained the same in Q3 as reported in the Q2 2024 DSM Report⁹, and the status and expected completion times for the evaluation recommendations remained the same in Q3 as reported in the Q1 2024 DSM Report¹⁰, with the exception of two recommendations, which have been completed and are detailed in Attachment 2. In its upcoming Annual Progress Report, E1 will provide a status update of all 2023 recommendations.

1

⁹ M11863, EfficiencyOne, Q2 2024 Demand Side Management Report, August 26, 2024, Attachment 2.

¹⁰ M11727, EfficiencyOne, Q1 2024 Demand Side Management Report, May 27, 2024, Attachment 2.

10. CONCLUSION

At the end of Q3 2024, E1's year-to-date results were 90.7 GWh of net incremental energy savings, 15.4 MW of net peak demand savings, 7.3 MW of available capacity, and 2.9 GWh of net energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and the Mi'kmaw Home Energy Efficiency Project, within an investment of \$40.3 million.

E1's Annual Progress Report for 2024 will be provided to stakeholders and the NSUARB on March 31, 2025.

ATTACHMENT 1: YEAR-TO-DATE 2024 RATE CLASS RESULTS

EfficiencyOne Q3 2024 DSM Quarterly Report
Attachment 1: 2024 Rate Class Results (Year-to-Date)

Planned 2024 Rate Class Expenditures

Annual planned expenditures per rate class are established using E1's mid-course adjusted expenditures and historical spending by rate class per program. Year-to-date, actual expenditures were \$40.3 million, or 68 percent of 2024 planned expenditures.

Table 1 provides a breakdown of the 2024 expenditures by rate class in the Plan, E1's 2024 mid-course adjusted planned expenditures by rate class, and year-to-date expenditures as a percentage of the 2024 planned expenditures.

Table 1: 2024 Rate Class Allocations

Rate Class	2024 Expenditures by Rate Class			
	2024 Plan as Approved (\$ million)	2024 Mid-Course Planned Expenditures (\$ million)	YTD Actual 2024 Expenditures (\$ million)	YTD Actual Expenditures as % of 2024 Planned Expenditures
Residential/Charitable (2,3,4)	31.7	31.1	23.8	76%
Small General (10)	2.8	3.5	2.2	63%
General (11)	14.3	13.5	10.4	77%
Large General (12)	2.4	1.8	0.4	23%
Small Industrial (21)	1.8	0.9	0.5	58%
Medium Industrial (22)	1.1	3.0	1.2	40%
Large Industrial (23, 25)	2.3	5.2	1.3	24%
Municipal (24)	1.0	0.5	0.5	115%
Unmetered (999)	0.0	0.0	0.0	N/A
Total	57.5	59.6	40.3	68%

2024 Plan as Approved refers to the planned rate class expenditures as provided in the 2023-2025 DSM Resource Plan Compliance filing. See M10473, 2023-2025 DSM Resource Plan Compliance Filing, Appendix C, Schedule E, Table 13: Rate Class Expenditures by Year, page 43 [October 4, 2022]. The NSUARB approved the 2023-2025 DSM Plan on November 8, 2022.

Numbers may not sum due to rounding. Expenditure amounts are unaudited.

Includes energy efficiency, demand response, and Enabling Strategies investments.

2024 Rate Class Results by Program

Tables 2 through 6 provides a breakdown of net incremental energy and net peak demand savings, expenditures, and participation achieved, by rate class within each program.

Table 2: Residential Efficient Product Rebates Rate Class Results

	Residential Efficient Product Rebates (2024 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Units Rebated (#)
Residential/Charitable (2,3,4)	9.7	51.3	1.2	4.4	183,139
Small General (10)*	0.1	0.4	0.0	0.0	1,493
General (11)*	0.2	0.8	0.0	0.1	2,237
Large General (12)*	0.0	0.0	0.0	0.0	0
Small Industrial (21)*	0.0	0.0	0.0	0.0	59
Medium Industrial (22)*	0.0	0.0	0.0	0.0	0
Large Industrial (23, 25)*	0.0	0.0	0.0	0.0	0
Municipal (24)	0.1	0.8	0.0	0.1	2,691
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	10.1	53.2	1.3	4.5	189,619

Numbers may not sum due to rounding. Energy and demand savings are calculated at the generator and are net of free-ridership and spillover.

Expenditure amounts are unaudited.

Residential Efficient Product Rebates includes the Appliance Retirement and Instant Savings program components.

*The Appliance Retirement program component collects eligible residential appliances from BNI customers (e.g., rental apartment buildings, condominium buildings, and community groups in commercial rate classes), in addition to residential customers.

Table 3: Existing Residential Rate Class Results

	Existing Residential (2024 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Housing Units/ Products/ Participants (#)*
Residential/Charitable (2,3,4)	32.9	554.0	7.0	15.0	358,687
Small General (10)	0.1	1.1	0.0	0.1	123
General (11)	0.1	0.9	0.0	0.0	3,225
Large General (12)	0.0	0.0	0.0	0.0	0
Small Industrial (21)	0.0	0.0	0.0	0.0	0
Medium Industrial (22)	0.0	0.0	0.0	0.0	0
Large Industrial (23, 25)	0.0	0.0	0.0	0.0	0
Municipal (24)	0.5	8.9	0.0	0.1	2,723
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	33.6	564.8	7.1	15.2	364,758

Numbers may not sum due to rounding. Energy and demand savings are calculated at the generator and are net of free-ridership and spillover.

Expenditure amounts are unaudited.

Existing Residential includes the following program components: Affordable Multi-family Housing and Non-Profit Organizations, Efficient Product Installation, Green Heat, Home Energy Assessment, Affordable Single-family Homes, Mi'kmaw Home Energy Efficiency Project, and Residential Behaviour. Participation includes appliance replacements delivered through Affordable Single-family Homes and the Mi'kmaw Home Energy Efficiency Project (Appliance replacements are coordinated through the Appliance Retirement program component).

The Home Energy Assessment program component is mainly comprised of homes heated by electricity. As participating homes heated primarily by non-electric fuels generate a small amount of electricity savings, they receive a small amount of DSM funding and are counted here.

*Includes apartments. Participation total contains mixed units, as per the tracked participation unit within each program component.

Table 4: BNI Efficient Product Rebates Rate Class Results

	BNI Efficient Product Rebates (2024 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Units Rebated (#)
Residential/Charitable (2,3,4)*	1.6	25.4	0.3	0.4	9,825
Small General (10)	6.3	102.2	0.8	1.1	18,677
General (11)	13.9	213.4	2.0	3.3	84,088
Large General (12)	0.6	8.8	0.1	0.1	5,725
Small Industrial (21)	0.8	13.7	0.1	0.2	4,280
Medium Industrial (22)	0.5	7.5	0.1	0.1	2,746
Large Industrial (23, 25)	1.5	25.2	0.2	0.3	9,044
Municipal (24)	0.5	8.1	0.1	0.1	3780
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	25.8	404.2	3.7	5.6	138,165

Numbers may not sum due to rounding. Energy and demand savings are calculated at the generator and are net of free-ridership and spillover.

Expenditure amounts are unaudited.

BNI Efficient Product Rebates includes the Business Energy Rebates program component.

*BNI Efficient Product Rebates includes some residential customers as eligible participants (e.g., farms, community groups in charitable rate classes, rental apartment buildings, and condominium buildings).

1 **Table 5: Custom Incentives Rate Class Results**

	Custom Incentives (2024 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Projects / Participants (#)
Residential/Charitable (2,3,4)*	0.2	3.8	0.0	0.1	4
Small General (10)	1.1	20.4	0.2	0.4	11
General (11)	7.8	116.2	1.2	2.7	33
Large General (12)	0.5	8.6	0.1	0.1	2
Small Industrial (21)	0.5	6.7	0.0	0.2	5
Medium Industrial (22)	0.2	2.3	0.0	0.3	10
Large Industrial (23, 25)	4.9	40.6	0.6	0.9	16
Municipal (24)	0.0	0.0	0.0	0.1	1
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	15.3	198.6	2.1	4.6	82

2 Numbers may not sum due to rounding. Energy and demand savings are calculated at the generator and are net of free-ridership and spillover.

3 Expenditure amounts are unaudited.

4 Custom Incentives includes the Custom program component and Strategic Energy Management program component. Strategic Energy Management participants are each counted once, but their participation is ongoing throughout the year.

5 *Custom Incentives includes some residential customers as eligible participants (e.g., farms, community groups on charitable rate codes, rental apartment buildings, and condominium buildings). Participation total contains mixed units, as per the tracked participation unit within each program component.

9

10 **Table 6: Direct Installation Rate Class Results**

	Direct Installation (2024 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Products (#)
Residential/Charitable (2,3,4)	0.8	12.0	0.2	0.5	1,823
Small General (10)	0.7	11.0	0.2	0.4	4,450
General (11)	4.2	66.1	0.7	2.8	24,560
Large General (12)	0.0	0.0	0.0	0.0	0
Small Industrial (21)	0.1	1.9	0.0	0.1	689
Medium Industrial (22)	0.0	0.0	0.0	0.0	0
Large Industrial (23, 25)	0.0	0.0	0.0	0.0	0
Municipal (24)	0.1	2.2	0.1	0.1	148
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	5.9	93.2	1.2	4.0	31,670

11 Numbers may not sum due to rounding. Energy and demand savings are calculated at the generator and are net of free-ridership and spillover.

12 Expenditure amounts are unaudited.

13 Direct Installation includes the Small Business Energy Solutions program component.

Table 7 provides a breakdown of available capacity, expenditures, and participation achieved, by rate class within the Demand Response program.

Table 7: Demand Response Rate Class Results

	Demand Response (2024 YTD)		
	Available Capacity (MW)	Expenditures (\$ million)	Participation (#)
Residential/Charitable (2,3,4)	0.2	1.0	350
Small General (10)	0.0	0.0	2
General (11)	2.3	0.4	54
Large General (12)	0.7	0.1	4
Small Industrial (21)	0.0	0.0	1
Medium Industrial (22)	4.0	0.7	16
Large Industrial (23, 25)	0.0	0.0	0
Municipal (24)	0.0	0.0	0
Unmetered (999)	0.0	0.0	0
Total	7.3	2.3	427

Numbers may not sum due to rounding. Expenditure amounts are unaudited.

The Demand Response program includes the Residential and BNI Demand Response program components.

Demand Response results reflect available capacity savings achieved during the 2023/2024 utility peak period season (i.e., December 1, 2023 through to February 29, 2024).

ATTACHMENT 2: UPDATE ON IMPLEMENTATION OF 2023 EVALUATION AND VERIFICATION RECOMMENDATIONS

EfficiencyOne Q3 2024 DSM Quarterly Report**Attachment 2: : Update on Implementation of 2023 Evaluation and Verification Recommendations**

The status and expected completion timelines for the verification recommendations remained the same in Q3 as reported in the Q2 2024 DSM Report, and the status and expected completion timelines for the evaluation recommendations remained the same in Q3 as reported in the Q1 2024 DSM Report, with the exception of two recommendations, which have been completed, as detailed in Table 1.

Table 1: Update on Implementation of 2023 Evaluation and Verification Recommendations

Year	Evaluation/ Verification	Recommendation Text	Source	Q3 Status	Q3 2024 Comments
2023	Evaluation	Consider implementing communication strategies for participants who are approaching their project expiration date.	2023-SBES-R2	Complete	E1 agrees with this recommendation. E1 implemented communication strategies by increasing project pre-approval expiry from 120 to 180 days and by launching a customer automated email journey. Two email reminders are sent to customers. The first email is sent 90 days after pre-approval to encourage the customer to complete their project. The second email is sent 150 days after pre-approval to encourage the customer to reach out to E1 for assistance to complete their project.
2023	Evaluation	EOne should update the Custom Retrofit logic model to address current barriers and document links to other program offers such as SEM and On-site Energy Managers (OEMs).	2023-Retrofit-R1	Complete	E1 agrees with this recommendation. E1 updated the Customer Retrofit logic model to include the current program barriers and links to other program offers such as SEM and On-site Energy Managers that have an impact on Custom Retrofit. Changes have been updated in the program manual.