

NOVA SCOTIA UTILITY AND REVIEW BOARD

IN THE MATTER OF: THE PUBLIC UTILITIES ACT

- and -

**IN THE MATTER OF: AN APPLICATION by EFFICIENCYONE (EOne) for Approval of
2024 Q3 Demand Side Management (DSM) Report**

INFORMATION REQUESTS

To: **EfficiencyOne**
James R. Gogan, Counsel
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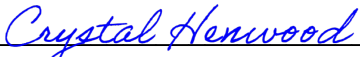
From: **Nova Scotia Utility and Review Board**
Board Staff

Responses Due: **Tuesday February 18, 2025**

Copies: 1 electronic copy (PDF searchable)

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Crystal Henwood, Regulatory Affairs Officer/Clerk

Request IR-1:

In EfficiencyOne's (EOne) Q3 2024 Demand Side Management Report (Q3 Report), EOne noted that a billing analysis to update the HOT2000 modelling software overestimation ratio was planned for the 2024 DSM Evaluation.

- a) How does the HOT2000 model calculate energy savings, and what factors contribute to the overestimation ratio that may impact forecasted results?
- b) What methodology was used in the recent billing analysis to adjust the HOT2000 model's overestimation ratio, and how does this impact overall energy savings projections?
- c) Please provide examples of when the HOT2000 overestimation ratio was notably high, and what corrective actions were taken to address it?
- d) What is the current overestimation ratio for the HOT2000 model, and how does it compare to previous years or historical trends?
- e) How often is the HOT2000 model recalibrated using real-world billing data, and is this process done on an annual basis or as needed based on data updates?

Request IR-2:

The original forecast for first-year energy savings in the 2024 plan for the Existing Residential Programs was set at 58.8 GWh with an associated investment of \$22.5 million. Mid-course adjustments reduced the energy savings forecast to 46.5 GWh at a cost of \$19.7 million, and the year-end forecast now projects 43.2 GWh in savings with a revised cost of \$22.7 million. This represents a reduction of 15.6 GWh in energy savings, yet the overall cost has increased.

- a) Please explain the factors driving this cost increase despite the reduction in energy savings?
- b) Specifically, the original forecast indicated a unit cost of \$0.38 per kWh of savings, the mid-year adjustment raised this to \$0.42, and the current year-end forecast reflects a cost of \$0.53 per kWh. What is driving the rising cost per kWh of savings, and how does this align with program efficiency.

Request IR-3:

The Instant Savings Program was initially forecast to achieve 9.2 GWh in savings at \$3.5 million, but the forecast was revised to 12.5 GWh at \$4.5 million mid-year, and 15.1 GWh at \$6.5 million by year-end. Despite higher energy savings being achieved, the unit cost per kWh saved for the Instant Savings Program increased from \$0.36 in the mid-year forecast to \$0.43 in the year-end forecast. What factors are contributing to this rise in the cost per unit of savings?

Request IR-4:

The Residential Behaviour Program was initially forecast to achieve 29.8 GWh in savings at a cost of \$2.2 million, but this was revised mid-year to 8 GWh at \$2.7 million, and the year-end projection now shows 4.4 GWh at \$2.5 million.

a) Please provide insight into the reasons behind the significant reduction in energy savings for the Residential Behaviour Program, from the original forecast to the current year-end estimate.

b) Furthermore, why has the cost per GWh of savings increased, despite the reduction in total savings? How are changes in participant engagement, or behavioral outcomes impacting the cost and effectiveness of this initiative?

Request IR-5:

In the Q3 Report EOne noted that participation in the Small Business Energy Solutions program has been relatively low year-to-date. However, several program adjustments made in Q2—including increasing the eligibility cap from 350,000 kWh to 600,000 kWh in annual energy consumption, extending the pre-approval window from 120 days to 180 days, and raising unitary incentives across the measure catalog—are reported to have positively impacted participation in Q3, with an even larger boost expected in Q4.

a) Please provide further insights into how these changes have influenced Q3 participation levels and early trends in Q4?

b) Based on the adjustments made, what percentage increase in participation or energy savings does EOne anticipate for Q4 2024 and the remainder of the 2023-2025 plan period (i.e., through 2025)?

c) Are there additional strategies or initiatives being implemented to accelerate participation and improve program performance during Q4 and throughout the remainder of the plan period?

Request IR-6:

In the notes to Table 2, EOne stated that Residential Behaviour participation is defined as the number of unique participants who have received an Efficiency Insights Report, with participation fluctuating month-to-month based on customer billing cycles. Quarterly participation is represented by the highest monthly participation achieved in that period, and year-to-date participation reflects the highest monthly participation achieved year-to-date.

- 1 a) Please clarify whether the participation metrics for the Residential Behaviour Program
2 include only new customers who are reviewing their reports for the first time, or if they
3 reflect all customers, including those who have already participated in the past and are
4 reviewing their reports again?
- 5 b) How many eligible customers have not yet received the Efficiency Insights Report, despite
6 being eligible for it? Is there any specific reason or barrier that might be preventing these
7 customers from receiving or engaging with their report?
- 8 c) What system or methodology does EOne use to track the receipt and engagement with
9 the Efficiency Insights Report? How does the utility ensure that the reports are
10 successfully delivered to eligible customers, and how is receipt confirmation monitored?
11

12 **Request IR-7:**

13 The forecast for Enabling Strategies' costs has increased from \$5.4 million in the mid-year
14 forecast to \$6.7 million in the year-end forecast, reflecting a 24.1% increase in costs.

- 15 a) Please provide an explanation for the factors driving this cost increase of \$1.3 million
16 (24.1%) in the Enabling Strategies component?
- 17 b) What specific elements have contributed to this increase, and how does it align with the
18 overall program goals and expected outcomes?
- 19 c) Are there specific metrics or performance indicators used to assess the effectiveness of
20 the various components within the Enabling Strategies, such as Education and Outreach,
21 Development and Research, and Other Enabling Strategies?