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VIA E-MAIL

Crystal Henwood
Clerk of the Nova Scotia Utility and Review Board
3rd Floor Summit Place
1601 Lower Water Street
Halifax NS B3J 3S3

Dear Ms. Henwood,

RE: M11647 – EfficiencyOne (EOne) for approval of a Supply Agreement – Behavioural Program Update

EfficiencyOne (“**EOne**”) writes further to its letter of April 8, 2024 to provide an update to the Nova Scotia Utility and Review Board (the “**Board**”) respecting collaborative efforts among EOne, Nova Scotia Power Incorporated (“**NS Power**”) and stakeholders on energy efficiency programs to be delivered by EOne pursuant to the Board approved 2023 – 2025 DSM Plan (**M10473**). In particular, this update relates to the agreement reached between EOne and NS Power regarding the shared use of the NS Power Bidgely platform and the operation of EOne’s behavioural program and the NS Power Customer Energy Management (“**CEM**”) module. EOne submits that the agreement reached between EOne and NS Power (collectively the “Parties”) is in the best interests of ratepayers.

Background

On April 8, 2024 EOne wrote to the Board with an update on an agreement in principle that had been reached between the Parties respecting, *inter alia*, the transfer of Customer Energy Management (“**CEM**”) data, the joint use of the Bidgely platform, through the hosting of EOne’s Home Energy Reports module on the Bidgely platform and EOne’s proposed operation of certain

aspects of the CEM module, the delineation of reporting responsibilities, and attribution or associated energy savings – all in an effort to reduce duplication and prevent customer confusion.

Since that time, the Parties had various meetings to further refine the joint operation of the CEM and in particular EOne's direct role within its administration. Resulting from those additional discussions over the last six months, the Parties have reached a revised agreement which in EOne's view better addresses the operational aspects of the CEM and EOne and NS Power activities. Following is an outline of the functional responsibilities of the CEM. The chart highlights the "pre-agreement" of the CEM functionality together with the CEM functional ownership reflective of the revised agreement.

Two of the functions within the CEM assigned to EOne: the "Recommendations Tab"; and the "Efficiency Insights Tab" will not allow for precise energy savings calculations give the functional inability to track energy savings based on the data available. While EOne will have responsibility for these functions – given the lack of tracking data, EOne will not be claiming any energy savings from the functionalities, and accordingly there will be no EM&V reporting (as there will be no reported energy savings).

EOne will continue to operate its behavioural program through the Bidgley platform and report on associated energy savings in the ordinary course through annual evaluation and verification reports to the Board.

Under this agreement NS Power will have ownership and responsibility for conducting CEM EM&V for "Web Portal – Energy Usage (KWh & S)", "Web Portal – Secure Login Approach", "Web Portal – Energy Usage Disaggregation", "Download my Data (Greenbutton & CSV)", "Bill-Cycle Summary (E-mail)", "Budget Bill Alerts (Email or SMS)", "Mid-Bill Cycle Usage Projection (Email or SMS)", "High Usage Alerts (Email or SMS)" and "Recommendations Tab (Personalize Energy Usage)" functionalities, as well as the non-functional categories of "Service Cost Efficiencies" and "Paperless Billing", in accordance with Figure 1 below. Accordingly, NS Power will continue to claim energy savings associated with these functionalities in accordance with the Board's decision in M10460 and past practice.

The Parties have agreed to bear all associated EM&V costs in accordance with the assigned functionalities.

CEM Functionality Responsibility and Reporting**Figure 1: CEM Functionality**

	<i>Pre-NSP-E1 Partnership Functionality</i>	<i>New Functionality realized with NSP-E1 Partnership</i>		
Functional Overview	MyEnergy Insights (NSP CEM)	NSP - E1 Partnership	CEM Functional Owner	Included in Current EM&V
Web Portal- Energy Usage (KWh & \$)	Yes	No Change	NSP	Yes
Web Portal- Secure Login Approach	Yes	No Change	NSP	No
Web Portal- Energy Usage Disaggregation	Yes	No Change	NSP	No
Download my Data (Greenbutton & CSV)	Yes	No Change	NSP	No
Bill-Cycle Summary (Email)	Yes	No Change	NSP	Yes*
Budget Bill Alerts (Email or SMS)	Yes	No Change	NSP	Yes*
Mid-Bill Cycle Usage Projection (Email or SMS)	Yes	No Change	NSP	Yes*
High Usage Alerts (Email or SMS)	Yes	No Change	NSP	Yes*
Recommendations Tab (Personalized Energy Usage)	Yes	Transfer Editorial Control to E1 per Section 1c of B Program Op Agreement	E1	No**
Efficiency Insights Tab	No	New	E1	No**
Efficiency Insights / Home Energy Reports (Paper)	No	New	E1	No
Efficiency Insights / Home Energy Reports (Email)	No	New	E1	No
Non- Functional Categories				
Service Cost Efficiencies	Incl. in EM&V		NSP	Yes
Paperless Billing	Incl. in EM&V		NSP	Yes

*Data on all alert types was provided for evaluation, however only High Usage alerts were displayed in the report. Results for alerts were not statistically significant

**Account level tab specific tracking data is not currently available to measure this metric

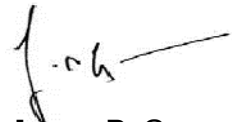
The Parties have also agreed, as a supplement to the respective EM&V reporting, to confirm there are no double counting of allocated energy savings within the operation of the EOne behavioural program and the NS Power CEM activities.

The revised agreement proposes a more streamlined and workable resolution that clearly designates EOne's behavioural program and CEM responsibilities as separate and apart from NS Power programs, reducing potential customer confusion associated with conflicting

recommendations. They reduce the duplication of program costs through the operation of individual program delivery portals, and more appropriately streamline the EM&V process to safeguard against the duplication of savings than proposed in EOnes April 8, 2024 update letter.

We understand that NS Power will be filing a further update for the Board regarding this agreement between the parties. We thank the Board for its consideration of the above and welcome any further direction regarding the CEM and its associated EM&V.

All of which is respectfully submitted,



James R. Gogan

cc: M11647 Participants

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