

EfficiencyOne

IN THE MATTER OF: The Public Utilities Act

- and -

IN THE MATTER OF:

EfficiencyOne Supply Agreement – Behavioural Program Update

M12030

EfficiencyOne Responses to Information Requests (RIRs)

E1 (NSUARB) RIRs 01-05

FILED

February 4, 2025



E1 Responses to Nova Scotia Utility and Review Board (NSUARB) Information Requests
NON-CONFIDENTIAL

Request IR-01:

Please provide a copy of the revised agreement between EOne and Nova Scotia Power Inc. (NS Power), as referenced on page 2 of the letter dated December 19, 2024.

Response IR-01:

The revised agreement reached between EfficiencyOne (E1) and Nova Scotia Power Inc. (NS Power) was established through direct discussions and correspondence between the parties. The specific changes to the original agreement are detailed in the updates submitted by each party to the Nova Scotia Utility and Review Board (NSUARB) on December 19, 2024.

There is no written revised agreement. The parties determined that the changes agreed to between them would be documented in the update letter provided by E1 to the NSUARB with NS Power filing a letter confirming agreement, both provided on December 19, 2024.

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1 **Request IR-02:**

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3 **Please confirm that, through this revised agreement between EOne and NS Power, the existing**
4 **reporting requirements as directed by the Board will not change.**

5
6 **(a) If not confirmed, please provide a table that clearly presents the following for each EM&V**
7 **reporting obligation proposed to be changed:**

8 **(1) the Matter number establishing the reporting requirement;**

9 **(2) the party currently responsible for reporting; and**

10 **(3) the party who would be responsible for EM&V reporting upon approval.**

11
12 **Response IR-02:**

13
14 **Confirmed.**

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Request IR-03:

In EOne's Behavioural Program Update letter dated April 8, 2024, EOne proposed to assume the Load Impact metrics of the CEM evaluation and integrate it within EOne's existing evaluation framework which would relieve NS Power of this EM&V requirement. Is it still EOne's intention to assume responsibility for the Load Impact Reports to the Board?

(a) If so, will NS Power remove these metrics from its CEM EM&V?

(b) Will EOne submit the Load Impact Report in conjunction with NS Power's CEM EM&V?

i) If not, please provide the planned reporting.

Response IR-03:

No, it is not EfficiencyOne's (E1) intention to assume responsibility for the filing of the Load Impact Reports to the Nova Scotia Utility and Review Board (NSUARB). Responsibility for the Customer Energy Management (CEM) evaluation and reporting will remain with NS Power as outlined in E1's update letter submitted to the NSUARB on December 19, 2024.

(a) Please refer to E1's IR Response above.

(b) Please refer to E1's IR Response above.

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Request IR-04:

In the letter dated April 8, 2024, EOne proposed to claim energy savings from both the “Recommendations Tab” and the “Efficiency Insights Tab”. However, in its letter dated December 19, 2024, EOne stated that no savings would be claimed from these features due to tracking limitations. Please provide insight into what prompted this change in position regarding the attribution of savings for these two functionalities.

(a) Please elaborate on the specific reasons for concluding that energy savings cannot be tracked for the "Recommendations Tab" and "Efficiency Insights Tab"?

(b) Was this an unexpected challenge, or was it a known issue that had not been identified earlier?

(c) How is EOne assessing the data tracking limitations?

Response IR-04:

EfficiencyOne (E1) understands that the account level tab ("Recommendations Tab" and "Efficiency Insights Tab") specific tracking data is not currently available to measure this metric. Without appropriate tracking there would not be sufficient information to quantify energy savings and to have these energy savings formally evaluated by E1’s independent evaluation consultant and verified by the Nova Scotia Utility and Review Board’s verification consultant.

(a) This was determined by NS Power and the third-party evaluation consultant engaged to evaluate NS Power’s Customer Energy Management (CEM) module.

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1 (b) This unexpected limitation was identified as E1 and NS Power worked through the details
2 of the evaluation approach as proposed in the April 8, 2024 letter. The data that is available
3 from the existing NS Power CEM evaluation is not sufficient for E1 to assess related energy
4 savings. These energy savings, if claimed by E1, are subject to a third-party independent
5 evaluation and verification by the Nova Scotia Utility and Review Board's (NSUARB)
6 consultant.

7
8 (c) E1 does not propose to track or claim energy savings from the CEM, including the
9 "Recommendations Tab" or the "Energy Insights Tab" in the future, as the related energy
10 savings are expected to be immaterial and therefore additional cost to adapt NS
11 Power's current evaluation are not warranted. E1 will continue to claim energy savings
12 from its Residential Behaviour program, which is delivered through the CEM platform, but
13 is separate from the "Recommendations Tab" and the "Energy Insights Tab". E1's program
14 is subject to evaluation by E1's third party evaluator and the NSUARB's verification
15 consultant.

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1 **Request IR-05:**

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3 **Given the tracking limitations for certain functionalities, please clarify whether there are plans**
4 **to implement technical adjustments or enhancements to address these issues, and outline the**
5 **long-term strategy for the "Recommendations Tab" and "Efficiency Insights Tab" in terms of**
6 **functional upgrades or improvements or surveys to enable these features to contribute to**
7 **energy savings reporting in future evaluations?**

8
9 **(a) Should energy savings become trackable in the future, does the revised agreement**
10 **provide EOne the ownership of the savings?**

11
12 **Response IR-05:**

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14 EfficiencyOne (E1) has no current plans to implement technical adjustments or enhancements.

15
16 (a) No.