



Nova Scotia Utility and Review Board

Mailing address

PO Box 1692, Unit "M"
Halifax, Nova Scotia
B3J 3S3
board@novascotia.ca
<http://nsuarb.novascotia.ca>

Office

3rd Floor, 1601 Lower Water Street
Halifax, Nova Scotia B3J 3P6
1 855 442-4448 (toll-free)
902 424-4448 t
902 424-3919 f

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james.gogan@mcinnescooper.com

James R. Gogan
McInnes Cooper
292 Charlotte Street
Sydney NS B1P 1C7

Dear Mr. Gogan:

M12030 – EfficiencyOne Behavioural Program Update

Background

In its decision in Matter M10473, the Nova Scotia Utility and Review Board directed EfficiencyOne (EOne) to provide quarterly updates about ongoing collaborative efforts between EOne and Nova Scotia Power Inc. (NS Power) leading up to the establishment and operation of EOne's behavioural program and NS Power's Customer Energy Management (CEM) System.

On April 8, 2024, EOne filed an update on its behavioural program with the Board (Matter M11647). In the update, EOne advised that since April 2023, it had been working with NS Power to align their respective programs, including the shared use of NS Power's CEM platform, Bidgely. The parties had reached an agreement in principle that the platform would host EOne's Home Energy Reports (HER), with both parties holding separate contracts with Bidgely. EOne anticipated that this collaboration would lead to reduced costs for both utilities.

EOne proposed that it would assume responsibility for the evaluation, measurement, and verification (EM&V) of Load Impact related to its behavioural program, while excluding certain responsibilities like billing impact and energy service cost efficiencies, which would remain with NS Power. EOne also suggested that savings generated from the CEM platform be attributed solely to EOne, recognizing its role in operating the behavioural program.

However, disagreements arose, particularly on the scope of EM&V responsibilities and savings allocation. NS Power's comments in Matter M11647 indicated a different interpretation of the agreement, particularly whether EOne would handle EM&V for the entire CEM or just the Load Impact component.

In its Decision Letter dated September 11, 2024, the Board concluded that it was premature to approve the proposed arrangements until EOne and NS Power were fully aligned on the details.

The Board confirmed that existing reporting requirements and responsibilities would remain unchanged and reiterated its direction for NS Power to continue reporting on its initiatives to increase the participation of its commercial customers in the CEM.

Revised Agreement and Functional Responsibilities

On December 19, 2024, EOne submitted a further update informing the Board that EOne and NS Power had reached an amended agreement. The update outlines the division of CEM functionality between the two parties, as well as the EM&V responsibilities and the attribution of savings. As a result of this agreement, NS Power's CEM EM&V reporting responsibilities will remain unchanged, while EOne will assume responsibility for reporting on the new functionalities, consistent with its prior submissions.

Key revisions to the agreement include the assignment of two functions, namely the **"Recommendations Tab"** and the **"Efficiency Insights Tab"**, to EOne. However, due to limitations in tracking energy savings data, EOne advised that it will not be able to calculate energy savings from these functions. Consequently, no energy savings will be reported, and no EM&V reporting will be associated with these functionalities. EOne will continue to operate its behavioural program through the Bidgely platform and will report on associated energy savings as usual in its annual report to the Board.

Under the revised agreement, NS Power will maintain responsibility for conducting EM&V for the following CEM functionalities:

- 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)
- Recommendations Tab (Personalize Energy Usage)

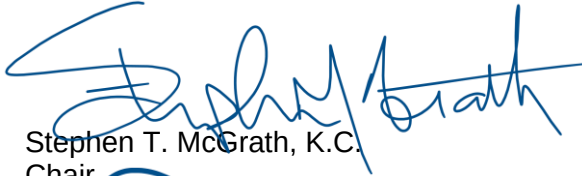
Additionally, NS Power will continue to be responsible for evaluating non-functional categories, such as Service Cost Efficiencies and Paperless Billing. As a result, NS Power will claim energy savings associated with these functionalities, in accordance with the Board's decision in Matter M10460 and past practices. Both parties have agreed to share the associated EM&V costs in accordance with the designated responsibilities outlined in Figure 1 of EOne's December 19, 2024, update report.

The Board notes that the revised agreement streamlines the EM&V process, addressing concerns about savings duplication raised in EOne's April 8, 2024, update. NS Power has expressed support for EOne's request for Board approval of the amended agreement, as outlined in its December 19, 2024, letter.

In EOne's response to Information Requests dated February 4, 2025, it confirmed that existing EM&V reporting requirements for both parties would remain unchanged. The Board commends EOne and NS Power for their efforts to minimize duplication of work and costs.

The Board accepts EOne's December 19, 2024, update as filed, with the understanding that the agreement between EOne and NS Power may be subject to review in future proceedings involving either party. Given that the current arrangement does not alter previously directed reporting requirements, formal Board approval is not required at this time.

Yours very truly,

A handwritten signature in blue ink, appearing to read "Stephen T. McGrath".

Stephen T. McGrath, K.C.
Chair

A handwritten signature in blue ink, appearing to read "Steven M. Murphy".

Steven M. Murphy, MBA. P. Eng.
Member