



Q1 2025 Demand Side Management Report

2025 Quarter One

Activity for the period January 1 – March 31, 2025

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.

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1. SUMMARY

The Q1 2025 report summarizes EfficiencyOne's (E1) Demand Side Management (DSM) results and activities as administrator and operator of the Efficiency Nova Scotia (ENS) franchise for the period of January 1, 2025, to March 31, 2025.

E1's 2023-2025 DSM Plan Compliance filing ("Plan as Approved") 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.

This report, as the first quarterly update for 2025, provides E1's Q1 results, its year-end forecast, a discussion of variances of +/- 25% between the Plan as Approved and the year-end forecast, and program activity highlights. An updated forecast for the 2023-2025 DSM Plan period is also provided.

In Q1 2025, E1 achieved 41.1 GWh of net incremental energy savings, 5.0 MW of net peak demand savings, and 1.7 GWh of net energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and the Mi'kmaw Home Energy Efficiency Project, with a portfolio expenditure of \$15.4 million. Available capacity results from the Demand Response

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.

program's 2024/2025 season (December 1 to February 28, 2025) are still being compiled and are expected to be reported in Q2.

2. 2023-2025 DSM PLAN PERIOD FORECAST AND 2025 YEAR-END FORECAST

2.1 Forecast for 2023-2025 DSM Plan Period

E1's three-year Plan forecast includes E1's actual savings results and expenditures from 2023 and 2024, and the current 2025 forecast, which is described in further detail in section 2.2.

As shown in Table 1, E1 expects to spend its 2023-2025 Plan as Approved investment level of \$173 million and is forecasting to achieve the compliance threshold of 90 percent or greater for three of its four 2023-2025 Plan Performance Targets – energy savings, demand savings, and energy savings applicable to Affordable Single-family Homes, Affordable Multi-family Housing, and the Mi'kmaw Home Energy Efficiency. E1 is presently forecasting to fall short of its fourth Plan Performance Target of 17.9 MW of available capacity, as a result of a number of challenges and unexpected hurdles the organization has faced since launching its Demand Response program in 2023.

Table 1: 2023-2025 DSM Plan Period Forecast

Plan Year	2023-2025 DSM Plan Period Forecast														
	Energy Savings (GWh)			Demand Savings (MW)			Available Capacity (MW)			Energy Savings applicable to Affordable Single-family Homes, Affordable Multi-family Housing, and Mi'kmaw Home Energy Efficiency Project (GWh)			Expenditures (\$ million)		
	Plan as Approved	Results/Forecast	Variance	Plan as Approved	Results/Forecast	Variance	Plan as Approved	Results/Forecast	Variance	Plan as Approved	Results/Forecast	Variance	Plan as Approved	Results/Forecast	Variance
2023	120.7	131.6	10.9	26.9	27.6	0.7	3.0	2.4	-0.6	5.3	3.5	-1.8	\$53.1	\$45.3	-\$7.8
2024	142.6	172.8	30.2	25.6	30.7	5.1	10.0	8.1	-1.9	5.3	5.3	0.0	\$57.5	\$65.7	\$8.2
2025	149.5	128.7	-20.8	26.3	17.2	-9.1	17.9	10.0	-7.9	5.3	5.4	0.1	\$62.5	\$62.0	-\$0.5
Cumulative	412.7	433.0	20.3	78.8	75.5	-3.3	17.9	10.0	-7.9	15.8	14.2	-1.6	\$173.0	\$173.0	-\$0.1
% of Target	-	-	105%	-	-	96%	-	-	56%	-	-	90%	-	-	100%

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, pages 39-42, October 4, 2022. The NSUARB approved the 2023-2025 DSM Plan on November 8, 2022.

Numbers may not sum due to rounding.

2.2 2025 Year-end forecast

E1's current year-end forecast projects that E1 will achieve 128.7 GWh of energy savings, 17.2 MW of net peak demand savings, 10.0 MW of available capacity, and 5.4 GWh of net energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and the Mi'kmaw Home Energy Efficiency Project, with an investment of \$62.0 million, slightly below the 2025 Plan as Approved investment of \$62.5 million.

The 2025 investment forecast reflects E1's commitment to achieving the three-year performance targets within its three-year 2023-2025 DSM Plan investment of \$173.0 million at the portfolio level. In addition to ensuring spending is managed accordingly, E1's forecast also reflects significant transitions several program components are undergoing in 2025. Higher-than-expected uptake in some E1 programs in 2023 and 2024 resulted in overachievement in total energy and demand savings for those two years, but those trends are not expected to continue in 2025. As noted in E1's 2024 DSM Annual Progress Report, the 2025 forecast projects lower energy savings and demand savings than was achieved in 2024, primarily due to decreases in Home Energy Assessment participation following the closure of Canada Greener Homes to new applications in 2024, the removal of LED lighting measures from the Instant Savings program component, and the closure of the Appliance Retirement program component in early 2025.⁴ E1 is also in the process of assessing the implications of the 2024 DSM Evaluation, filed March 31, 2025, to all of its programs, and expects the results of that assessment to be fully reflected in the updated forecast in the Q2 2025 DSM Report.

E1's current forecast projects that 2025 results for energy savings, demand savings, and available capacity will be less than the 2025 Plan as Approved targets, while the 2025 Plan as Approved target for net energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes and the Mi'kmaw Home Energy Efficiency Project is expected to be met.

⁴ M12186 E1 2024 DSM Annual Progress Report, page 16, March 31, 2025.

1 Compared to the 2025 Plan as Approved, the most significant energy savings change in the year-
2 end forecast is reduced savings in Existing Residential, driven primarily by the Residential
3 Behaviour program component, where savings per participant are significantly lower than had
4 been set out in the Plan as Approved. Like in 2024, the lower savings are reflective of revised
5 expectations for savings per participant based on the forecast from E1's Residential Behaviour
6 delivery agent, Bidgely. Other program components like Green Heat and Efficient Product
7 Installation are also forecast to have lower energy and demand savings as compared to the 2025
8 Plan as Approved, as various measures that have historically produced strong results (e.g. mini
9 split heat pumps and biomass in Green Heat; LED lamps, air sealing measures, and water-saving
10 measures in Efficient Product Installation) are now generating less opportunities and fewer
11 savings, and transitions are being made within those program components.

12
13 In the Business, Non-profit, and Institutional (BNI) programs, the forecast for energy savings,
14 demand savings, and investment are all closely aligned with 2025 Plan as Approved targets.
15 Custom Incentives is expected to exceed its 2025 Plan as Approved energy and demand savings
16 targets as a number of committed projects in the Custom program component are anticipated to
17 close in 2025; while BNI Efficient Product Rebates and Direct Installation energy and demand
18 savings are forecast to be lower than 2025 Plan as Approved targets, as E1 manages its program
19 spending in order to adhere to the \$173 million investment level for the 2023-2025 DSM Plan
20 period.

21
22 While the 2025 demand response season (December 1, 2024 to February 28, 2025) results from
23 the Demand Response program are still being compiled, the forecast for available capacity in
24 2025 is lower than the 17.9 MW target in the 2025 Plan as Approved, and the matching Plan
25 Performance target of 17.9 MW for the 2023-2025 DSM Plan period.

- 1 Explanations of program level year-end forecast targets that differ by 25 percent or more (+/-
2 25%) as compared to the 2025 Plan as Approved are provided in the program section of this
3 report.⁵
4
5 Table 2 presents E1's 2025 Plan as Approved targets, E1's 2025 year-end forecast, and Q1 results.

⁵ 2025 Plan as Approved refers to the investment and savings targets as provided in the 2023-2025 DSM Resource Plan Compliance filing and approved by the NSUARB on November 8, 2022. See M10473, 2023-2025 DSM Resource Plan Compliance Filing, Appendix C, Schedule E, Table 11, page 42, October 4, 2022. As per Schedule E, Section 9.2: Quarterly Reports, E1 will provide discussion of 25 percent or greater variance in energy and demand savings or investment results at the program level.

Table 2: 2025 Plan as Approved, Year-End Forecast, and Q1 Results

		2025 Plan as Approved					2025 Year-End Forecast					Q1 and YTD 2025 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 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	
												Q1 Actual	YTD Actual	Q1 Actual	YTD Actual	Q1 Actual	YTD Actual	Q1 Actual	YTD Actual	Q1 Actual	YTD Actual				
Residential	Energy Efficiency (EE) Programs																								
	Efficient Product Rebates		10.9	104.9	1.1	5.6	-	13.4	137.1	0.4	2.7	-	11.0	11.0	100.9	100.9	0.4	0.4	1.7	1.7	-	-			-
	Appliance Retirement		1.2	5.0	0.2	1.1		0.1	0.5	0.0	0.0		0.1	0.1	0.5	0.5	0.0	0.0	0.1	0.1					
	Instant Savings		9.7	99.9	1.0	4.5		13.3	136.6	0.4	2.6		10.9	10.9	100.5	100.5	0.4	0.4	1.6	1.6					
	Existing Residential		60.6	456.2	10.2	23.6	-	35.2	291.6	5.1	23.3	-	12.0	12.0	123.0	123.0	1.8	1.8	6.2	6.2	-	-			-
	Affordable Multi-family Housing		1.9	33.9	0.6	1.4		1.4	24.5	0.6	1.1		0.3	0.3	4.9	4.9	0.2	0.2	0.2	0.2					
	Efficient Product Installation		13.4	91.9	1.6	4.2		9.1	62.1	0.4	4.9		3.0	3.0	20.6	20.6	0.3	0.3	1.5	1.5					
	Green Heat		3.6	64.4	2.7	2.2		0.7	12.1	0.7	0.9		0.2	0.2	3.0	3.0	0.3	0.3	0.2	0.2					
	Home Energy Assessment		8.6	171.6	4.3	3.9		5.0	100.6	1.5	3.8		2.9	2.9	63.1	63.1	0.6	0.6	0.7	0.7					
	Affordable Single-family Homes		2.9	54.8	0.8	8.4		3.7	70.8	1.7	9.3		1.3	1.3	25.6	25.6	0.5	0.5	2.3	2.3					
	Mi'kmaw Home Energy Efficient Project		0.5	9.9	0.2	1.3		0.4	6.4	0.2	0.8		0.1	0.1	1.5	1.5	0.0	0.0	0.2	0.2					
	Residential Behaviour		29.8	29.8	0.0	2.2		15.0	15.0	0.0	2.5		4.3	4.3	4.3	4.3	0.0	0.0	1.1	1.1					
	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	-	-			-
	Residential Subtotal		71.6	561.2	11.3	29.1	-	48.6	428.7	5.5	25.9	-	23.0	23.0	223.9	223.9	2.2	2.2	7.9	7.9					
Low-Income ¹		13.4	135.4	2.1	12.1		10.2	116.7	2.8	13.2		3.3	3.3	38.2	38.2	0.8	0.8	3.3	3.3						
Business, Non-Profit and Institutional (BNI)	Efficient Product Rebates		38.5	572.4	7.2	8.4	-	29.2	434.6	2.5	7.7	-	10.3	10.3	167.3	167.3	1.7	1.7	2.4	2.4	-	-			-
	Business Energy Rebates		38.5	572.4	7.2	8.4		29.2	434.6	2.5	7.7		10.3	10.3	167.3	167.3	1.7	1.7	2.4	2.4					
	Custom Incentives		26.8	322.0	5.1	8.6	-	43.6	533.2	7.3	9.9	-	6.1	6.1	81.3	81.3	0.9	0.9	1.9	1.9	-	-			-
	Custom		24.2	317.0	4.8	7.7		40.1	526.6	6.9	9.0		6.1	6.1	81.3	81.3	0.9	0.9	1.8	1.8					
	Strategic Energy Management		2.7	5.0	0.3	0.9		3.5	6.6	0.4	0.9		0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.2					
	Direct Installation		12.6	183.1	2.6	6.8	-	7.3	106.1	1.9	6.0	-	1.7	1.7	27.2	27.2	0.3	0.3	1.4	1.4	-	-			-
	Small Business Energy Solutions		12.6	183.1	2.6	6.8		7.3	106.1	1.9	6.0		1.7	1.7	27.2	27.2	0.3	0.3	1.4	1.4					
	BNI Subtotal		77.9	1,077.5	15.0	23.8	-	80.1	1,073.9	11.7	23.6	-	18.1	18.1	275.9	275.9	2.8	2.8	5.7	5.7					
Low-Income ¹		1.0	14.9	0.3	0.2		0.5	7.5	0.0	0.1		0.1	0.1	1.1	1.1	0.0	0.0	0.0	0.0						
Total EE	Programs subtotal		149.5	1,638.6	26.3	52.9	-	128.7	1,502.6	17.2	49.6	-	41.1	41.1	499.8	499.8	5.0	5.0	13.6	13.6	-	-	-	-	-
	Enabling Strategies		-	-	-	4.6				7.1								1.3	1.3						
	Education & Outreach					1.5				1.7								0.4	0.4						
	Development & Research					1.5				2.3								0.3	0.3						
	Other Enabling Strategies					1.6				3.1								0.5	0.5						
	Energy Efficiency Programs Total		149.5	1,638.6	26.3	57.5	-	128.7	1,502.6	17.2	56.6	0.0	41.1	41.1	499.8	499.8	5.0	5.0	14.9	14.9	-	-			-
Demand Response	Demand Response (DR) Program ²																								
	Demand Response					5.0	17.9			5.4	10.0							0.5	0.5	0.0	0.0				
	Residential Demand Response					2.8	7.1			2.2	1.0							0.4	0.4	0.0	0.0				
	BNI Demand Response					2.1	10.7			3.1	9.0							0.1	0.1	0.0	0.0				
Total (EE + DR)		149.5	1,638.6	26.3	62.5	17.9	128.7	1,502.6	17.2	62.0	10.0	41.1	41.1	499.8	499.8	5.0	5.0	15.4	15.4	0.0	0.0	-	-	-	

2025 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 42, 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.

Program status compares the 2025 year-end forecast to 2025 Plan as Approved 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 2025 Plan as Approved targets for energy, net peak demand savings, and demand response.

The New Home Construction program component of the New Residential program ended on December 31, 2023. The wind-up of the program component 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 2024/25 utility peak period season (i.e., December 1, 2024 through to February 28, 2025). Note: 2024/2025 season results are not yet available and are expected to be reported in the Q2 2025 DSM Report.

3. QUARTERLY HIGHLIGHTS

This section provides results on program participation, unit cost data, and DSM expenditures for the Q1 period. 2025 rate class allocations and year-to-date rate class results by program are provided in Attachment 1.

3.1 Participation

Q1 participation results are provided in Table 3 as compared to the projected participation uptake in the 2025 Plan as Approved. Results provide insight into current trends within program components.

For example, Instant Savings participation was high in Q1, driven primarily by January 2025 sales data, which included stronger than expected November and December 2024 results from some retailers, who reported that data in January. In Q1, Affordable Single-family Homes came close to achieving the 2025 Plan as Approved participation target for the whole year, as the program component continues to improve cycle times and complete projects at a much faster pace, in its third year.

Participation in the Custom program component was low in Q1, but it is expected to increase later in the year, consistent with previous years, as a number of committed projects are anticipated to close later in 2025. Participation numbers for the 2024/2025 Demand Response season are still being compiled and are expected to be reported in Q2.

1 **Table 3: Participation Rates**

		Participation				
		2025 Plan as Approved	Q1 2025 Results	YTD 2025 Results	YTD Results as % of 2025 Plan as Approved	Participation Unit
Residential	Efficient Product Rebates	82,221	73,946	73,946	90%	Units rebated
	Appliance Retirement	2,987	285	285	10%	
	Instant Savings	79,234	73,661	73,661	93%	
	Existing Residential					
	Affordable Multi-family Housing	42	23	23	55%	Projects
	Efficient Product Installation	214,277	39,814	39,814	19%	Products
	Green Heat	3,408	238	238	7%	Units rebated
	Home Energy Assessment	1,827	557	557	30%	Homes
	Affordable Single-family Homes (ASFH)	493	491	491	100%	Homes
	<i>(ASFH) Appliance Replacements</i>	217	3	3	1%	Products
Business, Non-Profit and Institutional	Mi'kmaw Home Energy Efficient Project (MHEEP)	118	37	37	31%	Homes
	<i>MHEEP Appliance Replacements</i>	130	0	0	0%	Products
	Residential Behaviour	131,379	238,522	238,522	182%	Participants ¹
	New Residential	0	0	0	N/A	Homes
	Efficient Product Rebates	224,127	108,839	108,839	49%	Units rebated
	Business Energy Rebates	224,127	108,839	108,839	49%	Units rebated
	Custom Incentives					
	Custom	278	22	22	8%	Projects
	SEM	8	13	13	173%	Participants
	Direct Installation	114,333	16,996	16,996	15%	Products
Demand Response	Small Business Energy Solutions	114,333	16,996	16,996	15%	Products
	Demand Response	40,151	0	0	0%	Participants ²
	Residential Demand Response	39,096	0	0	0%	Participants
	BNI Demand Response	1,055	0	0	0%	Participants

2025 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 Home Construction program component of the New Residential program ended on December 31, 2023. The wind-up of the program component 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 the 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 participation reflects the highest monthly participation achieved in 2025.

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). 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. 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 Residential Demand Response participant has at least one device of a technology pathway, but may have multiple devices of a technology pathway. Note: 2024/2025 season results are not yet available and are expected to be reported in the Q2 2025 DSM Report.

3.2 Unit Cost

Unit cost data is a calculation output of E1's investment and savings over a defined time period.

Factors that influence unit cost results typically include:

- the level of participation in a program or program component;
- the mix of products in the programs (measure mix);
- changes to savings in programs (e.g., changes to evaluated unitary savings, free-ridership levels, adjustment ratios, etc.); and
- changes to costs in programs (e.g., changes to delivery agent costs, marketing efforts, number of program full-time-equivalents (FTEs), etc.).

Table 4 presents unit cost data for the 2025 Plan as Approved, the year-end forecast unit cost, and year-to-date results.

At the portfolio level, E1's 2025 year-end forecast unit cost is \$0.44/kWh as compared to the 2025 Plan as Approved unit cost of \$0.38/kWh, which is consistent with what E1 described in its 2026 DSM Extension application, where it noted that as "high market penetration for lighting continues to diminish (lowest-cost opportunities), E1 must evolve its DSM portfolio to focus on more complex markets and projects, and as a result the historically low first year unit costs of DSM are increasing."⁶

The year-end forecast unit cost for Residential programs is \$0.53/kWh, which is higher than the 2025 Plan as Approved unit cost of \$0.41/kWh, as several Existing Residential program components are seeing higher unit costs including Residential Behaviour, Green Heat, and Efficient Product Installation. On the BNI side, the year-end forecast unit cost is \$0.29/kWh, which is lower than the 2025 Plan as Approved unit cost of \$0.31/kWh.

⁶ M12249, EfficiencyOne - 2026 DSM Extension Application, Appendix A, page 8, April 30, 2025

Table 4: Unit Cost

		First-Year Unit Cost		
		2025 Plan as Approved (\$/kWh)	2025 Year-End forecast (\$/kWh)	2025 Actual YTD (\$/kWh)
Residential	Efficient Product Rebates	0.51	0.20	0.15
	Existing Residential	0.39	0.66	0.52
	New Residential	N/A	N/A	N/A
	Residential Subtotal	0.41	0.53	0.34
	<i>Low-Income¹</i>	<i>0.90</i>	<i>1.29</i>	<i>0.99</i>
Business, Non-Profit and	Efficient Product Rebates	0.22	0.26	0.23
	Custom Incentives	0.32	0.23	0.32
	Direct Installation	0.54	0.83	0.83
	BNI Subtotal	0.31	0.29	0.31
	<i>Low-Income¹</i>	<i>0.21</i>	<i>0.27</i>	<i>0.37</i>
Total	Programs Subtotal	0.35	0.39	0.33
	Enabling Strategies	-	-	-
	Total	0.38	0.44	0.36

2025 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 42, 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 Home Construction program component of the New Residential program ended on December 31, 2023. The wind-up of the program component was outlined in E1's 2023-2025 DSM Plan

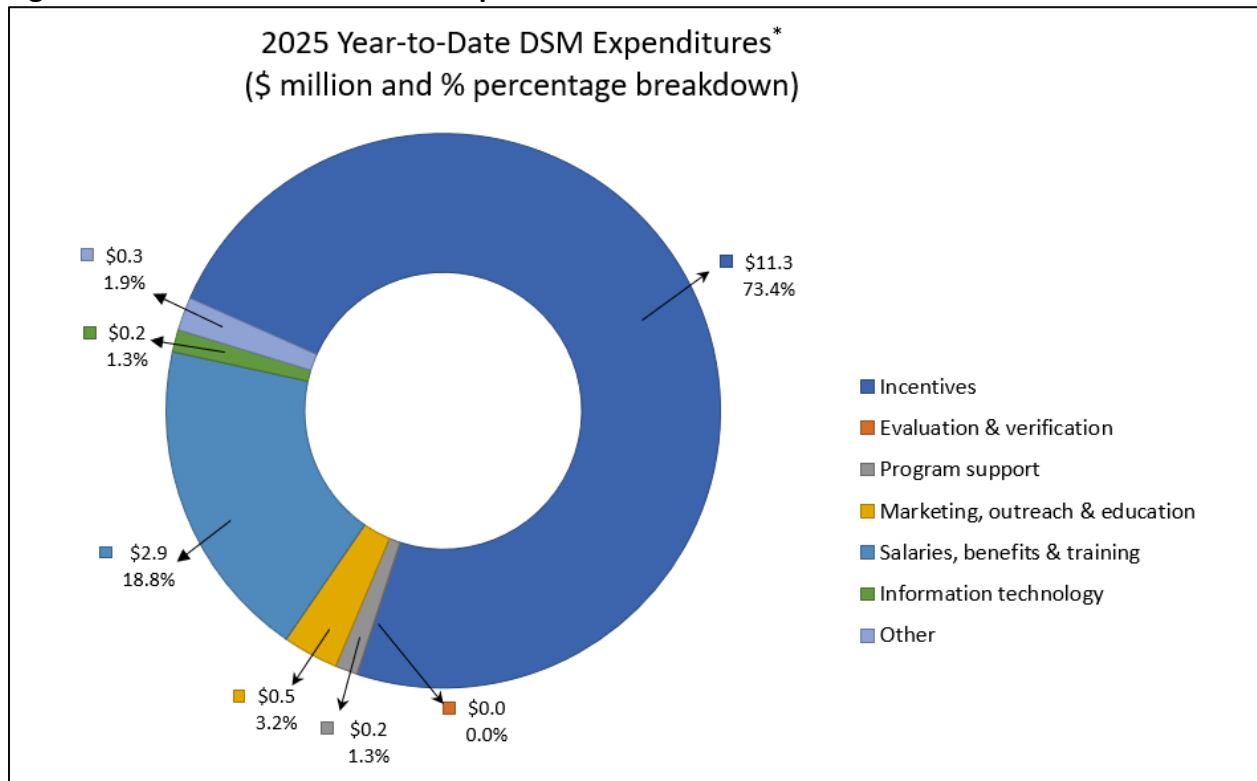
¹ Reflects savings from E1's targeted and non-targeted programs applicable to low-income, diverse and under-served communities. Numbers are a subset of overall Efficient Product Rebates (Residential and BNI), Existing Residential, Custom Incentives, and Direct Installation programs.

3.3 Year-to-Date Expenditures

Figure 1 presents a breakdown, by category, of E1's expenditures year-to-date. Expenditure results for Q1 2025 are \$15.4 million.

There were no reported expenditures in Q1 for evaluation and verification activities as the commencement of planning activities for 2025 evaluation and verification activities began in Q2.

Figure 1: 2025 Year-to-Date DSM Expenditures



*Expenditure amounts are unaudited and rounded to the nearest hundred thousand.

4. RESIDENTIAL SECTOR

E1's Residential sector consists of the following two programs:

- Efficient Product Rebates; and
- Existing Residential

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

The Residential sector achieved 23.0 GWh of net incremental energy savings and 2.2 MW of net peak demand savings in Q1. As previously mentioned, considering the 2023-2025 DSM Plan performance targets and the approved investment available for 2025 activities, E1 does not expect to achieve its 2025 Plan as Approved Residential energy and demand savings of 71.6 GWh and 11.3 MW, respectively. However, E1 is expecting to achieve the three-year Plan as Approved targets.

Tables 5 and 6 provide Q1 program highlights. E1 also provides explanations of changes of 25 percent or more in the year-end forecast within programs, as compared to the 2025 Plan as Approved. In Q1, this applies to Residential Efficient Product Rebates demand savings and expenditures; and Existing Residential energy savings and demand savings.

4.1 Residential Efficient Product Rebates

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

- Appliance Retirement; and
- Instant Savings.

1 **Table 5: Residential Efficient Product Rebates**

RESIDENTIAL EFFICIENT PRODUCT REBATES (2025)				
Residential Efficient Product Rebates	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2025 Plan as Approved	10.9	1.1	5.6	0.51
2025 Year-end forecast	13.4	0.4	2.7	0.20
Q1 2025 Actual	11.0	0.4	1.7	0.15
Residential Efficient Product Rebates energy savings are forecast to be higher than the 2025 Plan as Approved target, driven primarily by Q1 results in the Instant Savings program component, which exceeded expectations as some retailers reported stronger than expected November and December 2024 results in January. Demand savings are expected to be lower compared to the 2025 Plan as Approved, as uptake on products with low or no demand savings will be stronger in Instant Savings in 2025 than estimated in the Plan as Approved (e.g., outdoor heavy-duty timers and smart thermostats). Expenditures are forecast to be lower than the 2025 Plan as Approved, driven by the Appliance Retirement program component ending in January 2025, low unit cost products (lighting, outdoor heavy-duty timers, and smart thermostats) making up the bulk of Q1 results in the Instant Savings program component, and the removal of some higher unit cost products (e.g., dehumidifiers) from Instant Savings as of Q1 2025.				
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.⁷				
Instant Savings offers point-of-sale rebates to retail customers who purchase eligible energy efficient products.				
Appliance Retirement Highlights				
- Appliance Retirement ended as of January 8, 2025, following a review of the program component precipitated by rising delivery costs and declining savings from increasingly newer and more efficient units being retired. The very limited number of companies providing this service in Canada was also a factor in ending the program component. - Appliance Retirement appliance pickups continued in early January, and since the program component closed, E1 staff have been directing anyone with appliance retirement requests to their local waste management company for disposal of their appliance.				

2

⁷ 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.

Instant Savings Highlights

- As of January 1, 2025, the Instant Savings program component no longer offers rebates for dehumidifiers, and LED bulbs, fixtures, and recessed downlights. Dehumidifiers have reached baseline efficiency (non-energy-efficient models are now almost as efficient as their energy-efficient counterparts), and the lighting baseline shifted to LED for A-type lamps. As a result, the Instant Savings program component has transitioned from spring and fall seasonal campaigns to offering year-round product rebates at all participating retailers.
- Energy savings were high in Q1, driven primarily by January 2025 sales data, which included stronger than expected November and December 2024 results from some retailers. November and December sales of outdoor heavy-duty timers and smart thermostats, in particular, drove savings.

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 6: Existing Residential

EXISTING RESIDENTIAL (2025)				
Existing Residential	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2025 Plan as Approved	60.6	10.2	23.6	0.39
2025 Year-end forecast	35.2	5.1	23.3	0.66
Q1 2025 Actual	12.0	1.8	6.2	0.52
• Existing Residential is forecast to achieve less than the 2025 Plan as Approved targets for energy and demand savings. The Residential Behaviour program component is the main factor in the lower energy savings forecast, as the expected savings per participant are significantly lower than had been set out in the Plan as Approved. Like in 2024, the lower savings are reflective of revised expectations for savings per participant based on the forecast from E1's Residential Behaviour delivery agent, Bidgely. Energy and demand savings are also forecast to be lower than the 2025 Plan as Approved for other program components like Green Heat and Efficient Product Installation, as various measures that have historically produced strong results (mini split heat pumps and				

EXISTING RESIDENTIAL (2025)
biomass in Green Heat; LED lighting, air sealing measures, and water-saving measures in Efficient Product Installation) are now generating less opportunity and fewer savings, and transitions are being made within those program components.
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. • 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 and privately-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 Mi'kmaw community preferred contractors, 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 empowered to make informed choices about their energy consumption behaviours and directed to E1 programs and services that can help support their efforts to reduce 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 achieved in Affordable Multi-family Housing in Q1 were consistent with the same quarter in 2024. • The incentive top-up that DSM projects had been receiving through provincial funds ended in January, when available funds were deemed committed. Without the provincial top-up overall incentives for participants will be lower, which is expected to negatively impact project recruitment

EXISTING RESIDENTIAL (2025)
and project completion rates going forward. The Affordable Multi-family Housing team is working to develop strategies to mitigate the impact of this change. • The team is also working to implement new procedures to improve average project completion timelines, which currently are approximately five months for prescriptive projects and 1.25 years for comprehensive projects. • A marketing campaign is being planned and will launch later in 2025, with a focus on bringing in new prescriptive project applications.
Affordable Single-family Homes Highlights
• Affordable Single-family Housing's energy and demand savings results were strong in Q1, and the program component is on track to meet both 2025 Plan as Approved targets. • As of Q1, participants now complete the program component in two stages, with separate projects established for building envelope upgrades and heat pump installations. This change is designed to further improve cycle times by leveraging E1's partner network more effectively.
Efficient Product Installation Highlights
• Efficient Product Installation had a strong Q1, completing more projects and achieving more energy savings than the same quarter in 2024, as electrician-installed measures delivered high savings projects. Electrician-installed measures were introduced in Q3 2024, as measure saturation of other products (e.g. LED lamps, air-sealing measures, and water-saving measures) increased. • Electricians are also supporting the Demand Response program through direct installations of Eco Shift-enrolled demand response devices (smart thermostats and domestic hot water direct load controllers). A total of 5,255 Eco Shift-enrolled devices have been installed since installations began in August 2024. • Marketing activities in Q1 included the launch of a campaign (paid media, social media, and email), and targeted community blitzes in three communities in Q1 – North Sydney, Sydney, and areas of the Halifax Regional Municipality.
Green Heat Highlights
• Green Heat continued to experience low participation in Q1, consistent with a trend seen in both 2023 and 2024 as uptake of the most popular measure in the program component (heat pumps) continued 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 2024, or are applying through Home Energy Assessment to access no interest financing, which is still available via the Canada Greener Homes Grant loan. • In Q1, mini-split heat pumps accounted for over 60% of measures installed, followed by biomass systems at 22% of the measure mix. The savings of both of these popular measures have been impacted significantly by the billing analysis performed by the Evaluator in 2024, which resulted in a 45% reduction in mini-split heat pump savings and an 85% reduction in biomass energy savings. • Solar thermal systems, solar hot water tanks, and biomass inserts will be removed from the program component in Q2 due to low uptake and high unit costs.

Home Energy Assessment Highlights
- In Q1, Home Energy Assessment energy and demand savings were lower than the same quarter in 2024, as expected following the announcement in Q1 2024 that the Canada Greener Homes Grant (which E1 co-delivers with Natural Resources Canada and provides a top-up to DSM incentives, through the Home Energy Assessment program component) was ending. As noted in the 2024 Annual Progress Report, as demand for initial Home Energy Assessments (EnerGuide Evaluation) declined in 2024, the impacts of that were expected to be felt in 2025.⁸ - While Canada Greener Homes Grant participants continue to complete their projects and contribute to savings in 2025, savings will decline as the number of remaining eligible participants dwindle throughout the year.
Mi'kmaw Home Energy Efficiency Project Highlights
- In the Mi'kmaw Home Energy Efficiency Project program component, a large portion of projects initiated in 2024 closed in Q1, with the remainder expected to close in Q2. - In Q1, Mi'kmaw communities began submitting homes for enrollment for 2025. In anticipation of a new cohort of participants, delivery agent contracts were updated and extended, and participant material was prepared. - E1 began developing the 2024 Mi'kmaw Home Energy Efficiency Project Impact Report, which will detail the program component's results. It will be made available in English and Mi'kmaw and is expected to be released in Q2.
Residential Behaviour Highlights
- Residential Behaviour achieved 4.3 GWh of energy savings in Q1, its first Q1 of results following the program component's launch in Q2 2024. - As Residential Behaviour moves into its second year of operation, the program component team will remain focused on collaborating closely with Nova Scotia Power's MyEnergy Insights team to identify continuous improvement opportunities, including a review of the existing customer home profile survey. Additionally, E1 is exploring ways to further personalize the behaviour-changing tips and program recommendations using disaggregated electricity data.

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.

⁸ M12186 E1 2024 DSM Annual Progress Report, page 27, March 31, 2025.

Energy Manager Placements

Under this initiative, E1 places an energy manager within a large organization to identify new DSM projects and opportunities to participate in DSM programs. DSM savings from the Energy Manager services are claimed within E1's BNI programs. At the end of Q1 2025, E1 had 31 Energy Managers, with six of those positions partially funded by DSM.

The BNI sector achieved 18.1 GWh of net incremental energy savings and 2.8 MW of net peak demand savings in Q1. E1 expects to achieve its 2025 Plan as Approved BNI energy and demand savings targets of 77.9 GWh and 15.0 MW, respectively.

Tables 7, 8, and 9 provide a discussion of Q1 program highlights. E1 also provides explanations of variances of 25 percent or more in the year-end forecast within programs, as compared to the 2025 Plan. In Q1, this applies to demand savings for BNI Efficient Product Rebates, energy and demand savings for Custom Incentives, and energy and demand savings for Direct Installation.

5.1 Efficient Product Rebates

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

Table 7: BNI Efficient Product Rebates

BNI EFFICIENT PRODUCT REBATES (2025)				
BNI Efficient Product Rebates	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2025 Plan as Approved	38.5	7.2	8.4	0.22
2025 Year-end forecast	29.2	2.5	7.7	0.26
Q1 2025 Actual	10.3	1.7	2.4	0.23
Energy and demand savings for Business Energy Rebates are forecast to be lower than the 2025 Plan as Approved targets. Following a strong Q1, driven primarily by a limited-time offer on T8 LED products, energy and demand savings are expected to slow over the next three quarters as E1 manages its program spending in order to adhere to the \$173 million investment level for the 2023-2025 DSM Plan period. Increased rebates on five popular lighting measures, introduced in Q2 2024, will come to an end in Q2 2025, and some of the T8 LED measures (which were included in the limited-time offer in Q1) are expected to be removed from the program's measure mix in Q2, as				

BNI EFFICIENT PRODUCT REBATES (2025)				
the program shifts its focus to offering rebates on new and sustainable lighting technologies and other measures.				
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				
- Business Energy Rebates achieved significant energy and demand savings in Q1, primarily due to a limited-time offer rebate through Instant Rebates service that encouraged late-adopters to purchase T8 LED products (up to \$8 or 100% of the purchase price, whichever is less) from participating distributors. This incentive will continue until April 15, after which time rebate levels will return to previous levels (up to \$6 or up to 50% of the purchase price). - Planning took place for a marketing campaign that will launch in Q2, promoting the program component through paid media, social media, email, and in-store signage. A key focus of the campaign will be promoting lighting and heat pump rebates to contractors and electricians.				

5.2 Custom Incentives

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

- Custom; and
- Strategic Energy Management.

Table 8: Custom Incentives

CUSTOM INCENTIVES (2025)				
Custom Incentives	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2025 Plan as Approved	26.8	5.1	8.6	0.32
2025 Year-end forecast	43.6	7.3	9.9	0.23
Q1 2025 Actual	6.1	0.9	1.9	0.32
Custom Incentives is forecast to exceed its 2025 Plan as Approved energy and demand savings targets, as several high-savings projects in the Custom program component are expected to close during the year. The projections for 2025 are similar to 2024, when Custom also exceeded its Plan as Approved targets.				

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
• The Custom Retrofit service accounted for the majority of completed Custom projects in Q1 and included heating, ventilation and air conditioning (HVAC), solar PV, compressed air, and refrigeration measures. • The New Construction service team is beginning work to interpret and understand the implications of the newest version of the National Energy Code for Buildings (NECB) 2020 Tier 1, which was adopted by the Province of Nova Scotia on April 1, 2025. Impacts of the adoption of the new code to New Construction are not expected until late 2026 or 2027, due to long project timelines, but planning for those impacts is now underway.
Strategic Energy Management Highlights
• Strategic Energy Management supported 13 customers in Q1, after recruiting one new customer into the program in Q4 2024. • There were no savings claims in Q1, and most savings claims for the program component are expected in Q4. • The procurement process for the Strategic Energy Management service provider contract concluded in Q1, and the same service provider that has been managing the program component since 2018 will continue in the role. The new agreement will come into effect in Q2.

5.3 Direct Installation

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

Table 9: Direct Installation

DIRECT INSTALLATION (2025)				
Direct Installation	Energy Savings (GWh)	Demand Savings (MW)	Expenditure (\$ million)	Unit Cost (\$/kWh)
2025 Plan as Approved	12.6	2.6	6.8	0.54
2025 Year-end forecast	7.3	1.9	6.0	0.83
Q1 2025 Actual	1.7	0.3	1.4	0.83
Energy and demand savings for Direct Installation are forecast to be lower than the 2025 Plan as Approved targets, as E1 manages its program spending in order to adhere to the \$173 million investment level for the 2023-2025 DSM Plan period.				
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.				
Small Business Energy Solutions Highlights				
- Energy and demand savings achieved by Small Business Energy Solutions in Q1 were consistent with the same quarter in 2024. - The number of program applications in Q1 remained strong and consistent with the last two quarters of 2024, following changes to the program component in Q2 2024 – increasing the eligibility cap for businesses from 350,00 kWh of electrical energy consumption annually to 600,000 kWh, extending the preapproval window from 120 days to 180 days, and increasing unitary incentives across the measure catalogue.				

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. It is delivered through the Residential and BNI sector Demand Response program components.

In the 2024/2025 season, the BNI Demand Response program component consists of the Commercial & Industrial Aggregator (Aggregator) pathway, and the Residential Demand Response program component consists of the Eco Shift pathway, which has the following eligible program devices: domestic hot water direct load controllers, smart thermostats, electric vehicle (EV) telematics and chargers, and home battery storage systems.

Table 10 provides Q1 expenditure results and highlights for the Demand Response program. Available capacity results for the 2024/2025 season are being compiled and are expected to be reported in Q2. However, based on current projections, E1 does not expect to meet its 2023-2025 Plan as Approved available capacity target.

Table 10: Demand Response

DEMAND RESPONSE (2025)		
Demand Response	Available Capacity (MW)	Expenditure (\$ million)
2025 Plan as Approved	17.9	5.0
2025 Year-end forecast	10.0	5.4
Q1 2025 Actual	Not available	0.5
- Preliminary available capacity results achieved by the Residential and BNI Demand Response program components during the 2024/2025 season (December 1, 2024 to February 28, 2025) are still being compiled and are expected to be reported in Q2. - Similar to 2024, expenditures in Q1 were low, as incentive payouts will ramp up in Q2, as will recruitment efforts for the next season (December 1, 2025 to February 28, 2026).		
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 the Eco Shift pilot pathway with four eligible devices: domestic hot water direct load controllers, smart thermostat direct load control, electric vehicle (EV) telematics and chargers, and home battery storage systems. - 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 pathway, 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
• Preliminary available capacity and participation results for the Residential Demand Response program component during the 2024/2025 season (December 1, 2024 to February 28, 2025) are still being compiled and are expected to be reported in Q2. • The Eco Shift pilot that launched on December 1, 2023, in partnership with NS Power, continued for the 2024/2025 season with the following eligible devices: domestic hot water direct load controllers, smart thermostats, electric vehicle (EV) telematics and chargers, and home battery storage units. ○ Domestic hot water direct load controllers, which were paused for the 2023/2024 season following the decision in Q2 2023 to remove installed controllers, resumed for the 2024/2025 season with new controllers. A total of 1,328 controllers were installed for at least a portion of the season (467 were installed by the start of the season on December 1, 2024, while another 861 were installed over the course of the three-month season), via the Efficient Product Installation program component.
Demand Response BNI Highlights
• Preliminary available capacity and participation results for the BNI Demand Response program component during the 2024/2025 season (December 1, 2024 to February 28, 2025) are still being compiled and are expected to be reported in Q2. • Eight demand response events were called by NS Power during the 2024/2025 season. There were three morning events, four evening events, and one dual morning/evening event, where customers were asked to participate in their respective strongest performance time of the day. Morning events typically produce much stronger available capacity performance than evening events. • Following the conclusion of the BNI Demand Response on February 28, 2025, focus shifted back to outreach and recruitment for the 2025/2026 season, and implementing strategies to prioritize the engagement of the highest-performing participants.

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.”⁹

For incentives paid this quarter, E1 has adjusted the per unit incentive amount for a measure by more than 10% from the amount included in its resource plan for measures within the Instant Savings program component, the Residential Demand Response program component, the Instant

⁹ M10473, NSUARB Decision, page 65, para 197 (g), September 6, 2022.

Rebates service of the Business Energy Rebates program component, and the Green Heat program component.

Residential Efficient Product Rebates

Instant Savings

Instant Savings has historically offered seasonal promotional campaigns where incentives for certain measures are offered for a limited time. Effective in Q1 2025, the following incentives will be offered year-round (as opposed to seasonally) to drive uptake of these measures:

- Outdoor motion sensors (\$8 per unit)
- Indoor motion sensors (\$5 per unit)
- Dimmer switches (\$3 per unit)
- Power bars with timers (\$5 per unit)
- Smart power strips (\$10 per unit)
- Programmable thermostats (up to \$25 per unit)

In Q1 2025, incentives for LED Fixtures w/ Motion Sensors and Solar LED fixtures were decreased from \$20 per unit (or up to 65% of package price, whichever is less) to \$8 per unit. This change is being driven primarily by the revised unitary energy savings for these measures which were lowered as part of the 2024 DSM Program Evaluation. The change will also better align this incentive level with the outdoor motion sensor rebate level.

Demand Response

Residential Demand Response (Eco Shift)

An incentive cap was implemented for smart thermostat measures for the 2024-2025 winter season. Previously, incentives for smart thermostats were \$25 for the first enrolled device, and \$20 for each additional device. Program data collected during the 2023-2024 season indicated that in households with more than five devices installed, on average only five devices participated in demand response events. Based on this data, an enrollment cap of five devices was implemented for the smart thermostat measure in Q1 2025, i.e. a maximum incentive per

household of \$105 (\$25 for the first enrolled device, and \$20 for each additional device, up to a maximum of five devices).

BNI Efficient Product Rebates

Business Energy Rebates – Instant Rebates

Beginning January 15, 2025, a limited-time rebate for T8 LED measures was implemented to encourage late-adopters to purchase these products at participating distributors. The limited time incentive was the lesser of \$8 or 100% of the purchase price. This incentive was offered until April 15, 2025, at which time rebate levels returned to the prior levels of the lesser of \$6 or 50% of the purchase price.

Existing Residential

Green Heat

The unitary energy savings for ductless mini-split heat pump and wood/pellet stove/fireplace insert measures were updated as part of the 2024 DSM Program evaluation. In both cases, this resulted in notable decreases. As a result, in Q1 2025 the Green Heat rebates for ductless mini-split heat pumps were decreased from \$300/ton to \$200/ton, and incentives for wood/pellet stove/fireplace inserts were decreased from \$750 to \$500 per unit. Rebates for centrally ducted heat pumps also decreased from \$500/ton to \$400/ton.

8. LOW-INCOME, DIVERSE, AND UNDERSERVED COMMUNITIES

The NSUARB 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) for the 2023-2025 DSM Plan period.¹⁰ The NSUARB also established a Performance Indicator of 23.6 GWh for incidental cumulative annual energy savings from non-targeted programs applicable to low-income and underserved communities.¹¹

¹⁰ M10473, NSUARB Decision, page 64, para 195, September 6, 2022.

¹¹ 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.

E1 is forecasting to achieve its 2025 Plan as Approved target of 5.3 GWh for energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and Mi'kmaw Home Energy Efficiency Project, and to achieve the compliance threshold of 90 percent or greater for the 2023-2025 Performance Target of 15.8 GWh. The 2023-2025 Performance Indicator of 23.6 GWh for energy savings from non-targeted programs applicable to low-income and underserved has already been achieved through 2023 and 2024 results.

In 2025, E1 updated its assumptions and estimation methodology for calculating impacts from E1's dedicated program components (Affordable Multi-Family Housing and Non-Profit Organizations, Affordable Single-Family Homes, and the Mi'kmaw Home Energy Efficiency Project), and non-targeted program components with incidental low-income and equity impacts. The Estimation of DSM Low-Income and Equity Impacts document, which outlines the updated assumptions and methodology in detail, was filed April 30, 2025, as part of E1's 2026 DSM Extension Application.¹²

For E1's dedicated program components, there were no changes, as Affordable Multi-Family Housing, Affordable Single-Family Homes, and the Mi'kmaw Home Energy Efficiency Project exclusively serve and benefit low-income and equity communities and it is assumed that the total savings achieved in these program components are entirely low-income and equity savings.

For E1's non-targeted program components with incidental low-income and equity impacts, updates to the assumptions and methodology include:

- The Appliance Retirement program component ended January 8, 2025, so there is assumed to be no incidental low-income and equity participation and savings in 2025.
- There is no longer any incidental low-income and equity participation and savings being assumed from the Instant Savings program component, as the lower-cost lighting products have been removed, and more expensive products remain.

¹² M12249, EfficiencyOne - 2026 DSM Extension Application, Appendix A, Attachment 2, April 30, 2025.

- For the Business Energy Rebates, Custom, and Small Business Energy Solutions program components, the incidental low-income and equity impacts are now assumed to come from housing projects only.

Q1 2025 savings results applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and Mi'kmaw Home Energy Efficiency Project are provided in Table 11; results from non-targeted program components applicable to low-income and underserved communities are provided in Table 12.

Table 11: Results Applicable to Affordable Single-family Homes, Affordable Multi-family Housing, and Mi'kmaw Home Energy Efficiency Project

	2025 Plan as Approved					2025 Forecast (Year-End)				Q1 and YTD 2025 Results										
	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)	Expenditures (\$ million)	First-Year Energy Savings (GWh)		Lifetime Energy Savings (GWh)		Peak Demand Savings (MW)		Expenditures (\$ million)		Participation (#)		Participation Unit
										Q1 Actual	YTD Actual	Q1 Actual	YTD Actual	Q1 Actual	YTD Actual	Q1 Actual	YTD Actual	Q1 Actual	YTD Actual	
Affordable Multi-family Housing	1.9	33.9	0.6	1.4	42	1.4	24.5	0.6	1.1	0.3	0.3	4.9	4.9	0.2	0.2	0.2	0.2	23	23	Projects
Affordable Single-family Homes (ASFH)	2.9	54.8	0.8	8.4	493	3.7	70.8	1.7	9.3	1.3	1.3	25.6	25.6	0.5	0.5	2.3	2.3	491	491	Homes
ASFH Appliance Replacements	-	-	-	-	217	-	-	-	-	-	-	-	-	-	-	-	-	3	3	Products
Mi'kmaw Home Energy Efficiency Project (MHEEP)	0.5	9.9	0.2	1.3	118	0.4	6.4	0.2	0.8	0.1	0.1	1.5	1.5	0.0	0.0	0.2	0.2	37	37	Homes
MHEEP Appliance Replacements	-	-	-	-	130	-	-	-	-	-	-	-	-	-	-	-	-	0	0	Products
Total	5.3	98.6	1.6	11.0	-	5.4	101.8	2.5	11.2	1.7	1.7	32.0	32.0	0.7	0.7	2.7	2.7	-	-	

2025 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.

1 **Table 12: Results Applicable to Low-Income and Underserved Communities, Non-Targeted Program Components**

		2025 Plan Performance Indicators					2025 Forecast (Year-End)				Q1 and YTD 2025 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)	Expenditures (\$ million)	First-Year Energy Savings (GWh)		Lifetime Energy Savings (GWh)		Peak Demand Savings (MW)		Expenditures (\$ million)			Participation (#)	
											Q1 Actual	YTD Actual	Q1 Actual	YTD Actual	Q1 Actual	YTD Actual	Q1 Actual	YTD Actual		Q1 Actual	YTD Actual
Residential	Efficient Product Rebates	0.1	1.2	0.0	0.1	913	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	Units rebated
	Appliance Retirement ¹	0.0	0.1	0.0	0.0	33					0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	
	Instant Savings ¹	0.1	1.1	0.0	0.1	879					0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	
	Existing Residential	8.0	35.6	0.6	1.0	-	4.8	14.9	0.3	2.0	1.6	1.6	6.3	6.3	0.1	0.1	0.5	0.5	-	-	
	Efficient Product Installation ²	4.7	32.3	0.6	0.8	75,377					1.0	1.0	5.6	5.6	0.1	0.1	0.4	0.4	17,628	17,628	Products
	Residential Behaviour ¹	3.3	3.3	0.0	0.2	14,583					0.6	0.6	0.6	0.6	0.0	0.0	0.2	0.2	35,540	35,540	Participants
	Residential Subtotal	8.1	36.8	0.6	1.1	-	4.8	14.9	0.3	2.0	1.6	1.6	6.3	6.3	0.1	0.1	0.5	0.5	-	-	
BNI	Efficient Product Rebates	0.5	7.6	0.1	0.1	2,963	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	Units rebated
	Business Energy Rebates - AR & IR ^{3,4}	0.5	7.6	0.1	0.1	2,963					0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	
	Custom Incentives	0.0	0.0	0.0	0.0	0	0.5	7.5	0.0	0.1	0.1	0.1	1.1	1.1	0.0	0.0	0.0	0.0	1	1	Projects
	Custom ³	0.0	0.0	0.0	0.0	0					0.1	0.1	1.1	1.1	0.0	0.0	0.0	0.0	1	1	
	Direct Installation	0.5	7.4	0.1	0.1	4,600	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	Products
	Small Business Energy Solutions ³	0.5	7.4	0.1	0.1	4,600					0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0	0	
	BNI Subtotal	1.0	14.9	0.3	0.2	-	0.5	7.5	0.0	0.1	0.1	0.1	1.1	1.1	0.0	0.0	0.0	0.0	-	-	
	Total	9.2	51.7	0.9	1.3	-	5.4	22.4	0.3	2.2	1.7	1.7	7.4	7.4	0.1	0.1	0.6	0.6	-	-	

2025 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, 2023 and 2024, E1 anticipates non-zero low-income actuals from Custom Incentives throughout 2025, which is reflected in E1's year-end forecast.

In 2025, there will be no low-income and equity participation and savings for Appliance Retirement, which ended January 8, 2025, and for Instant Savings, which is no longer assumed to have any incidental low-income and equity participation and savings, following E1's update of its assumptions and estimation methodology for non-targeted program components.

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. Savings and participation numbers are totals of residential dedicated low-income and affordable housing projects.

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 13 provides 2025 Plan as Approved and year-end forecast expenditures, and highlights of Enabling Strategies activities in Q1.

Table 13: Enabling Strategies

ENABLING STRATEGIES (2025)		
Enabling Strategies category	2025 Plan as Approved expenditures (\$ million)	2025 Year-end forecast expenditures (\$ million)
Education and Outreach	1.5	1.7
Development and Research	1.5	2.3
Other Enabling Strategies	1.6	3.1
Enabling Strategies (total)	4.6	7.1
• The 2025 forecast shows increased spending for Enabling Strategies, compared to the 2025 Plan as Approved, driven primarily by the Other Enabling Strategies (Regulatory Affairs) and Development and Research categories. ○ In Other Enabling Strategies, which includes DSM Plan development and reporting, Demand Side Management Advisory Group engagement, and other regulatory initiatives (e.g., participation in non-DSM Plan regulatory matters), the increased costs reflect the costs associated with the development, stakeholder engagement, and regulatory process involved in establishing the next two DSM applications – both the 2026 DSM Extension application, which was filed on April 30, 2025, and the 2027-2031 DSM Plan, which is being developed throughout 2025 and anticipated to be filed in Q1 of 2026. The five-year plan involves the consideration of new DSM resources such as strategic electrification, solar-PV and market transformation as a program delivery approach, and modelling and assumption updates. Additionally, E1's development of an optimal benefit cost analysis (BCA) continued in Q1 2025 and the BCA application was filed on May 16, 2025. ○ In Development and Research, the continuation of the heat pump water heater market transformation pilot is driving the increased costs.		

ENABLING STRATEGIES (2025)

Education and Outreach Highlights

Education and Outreach in Q1 included the following activities:

- E1 participated in 11 home shows in Q1.
- Green Schools has engaged with 187 schools and 17,779 students through 724 engagements so far this school year (September 2024 to March 2025). Green Schools activities in Q1 included:
 - delivering 240 engagements to 3,375 students at 48 schools across the province;
 - continued engagement with focus schools, which are located in African Nova Scotian and First Nations communities;
 - delivering 28 Green Careers engagements through virtual and in-person sessions; and
 - hosting three special event webinars, publishing five podcast episodes, facilitating a virtual field trip, and participating in six community events.
- E1's strategic partnerships continued with a range of organizations, and a number of events took place or were being planned in Q1.
 - In January, E1 collaborated with the Immigrant Services Association of Nova Scotia's (ISANS) Immigrant Youth Employability Program to co-host an energy efficiency and green building careers workshop for 12 new Canadian youth. In March, a virtual small business program training session on E1 programs took place with six ISANS clients participating.
 - Planning is underway with the Black Business Initiative for the Efficiency Nova Scotia/Business is Jammin' Science, Technology, Engineering, and Mathematics (STEM) summer bootcamp and energy efficiency activities in July.
 - E1 partnered with the Discovery Centre in February to present an educational event to high school students to promote careers in the green and sustainability sectors, with a particular focus on science, technology, engineering, and mathematics, to high school students. Planning is also underway for two week-long Future of Efficiency girls summer engineering camps.
 - In partnership with Skills Nova Scotia, E1 supported the Skilled Futures event in March at the Building Trades Advancement College in Halifax, where 90 students took part in a hands-on "Try-A-Trade" tour that featured energy efficiency, carpentry, electrical, and other areas of opportunity for careers in the green building sector.
 - E1 participated in Habit Studio's Falkland Street Passive House grand opening in March. The house provides Efficiency Preferred Partner members an opportunity to learn about passive design and deep energy retrofits.
 - A strategic partnership agreement was signed with PREP Academy (a non-profit organization that prepares African Nova Scotian high school students for college, university and beyond) to introduce African Nova Scotian students to energy efficiency and green building career opportunities through their micro-internship program.
- Capacity building activities included engaging with industry to explore the possibility of an industry-led heat pump preventative maintenance training certification, launching a recruitment support webinar series to help employers learn about recruitment best practices and services available to support hiring, and developing a Business Support Services Resource Directory website for Efficiency Preferred Partner network members. The Green Careers program also continued, promoting careers in the green sector to youth across the province.

ENABLING STRATEGIES (2025)
- At the end of Q1, E1/ENS had 47,615 Facebook likes, 8,099 LinkedIn followers, and 4,851 Instagram followers – Facebook likes are consistent with Q4 2024, while LinkedIn and Instagram followers increased over 2024 levels. To drive engagement on social media platforms, E1 posted content on relevant, trending topics (e.g. National Engineering Month, Heat Pump 101 Blog), highlighted partnerships with local influencers to promote E1 programs, and captured educational content that featured Nova Scotians (i.e. Discovery Centre Free Access Day, home show participation). - E1 and/or its programs were mentioned in 340 media reports in Q1, an increase from the 284 media mentions in the same quarter in 2024. - There were 414 members of the Efficiency Preferred Partner network at the end of Q1. Efficiency Preferred Partner network activities included: - offering learning courses from the American Society of Heating, Refrigerating and Air-Conditioning Engineers (ASHRAE) and the Heating, Refrigeration, and Air Conditioning Institute of Canada (HRAI), including HRAI's Heat Loss, Heat Gain course to continue supporting the "right sizing" of heat pump selections in the residential space; - collaborating with the Affordable Single-family Homes program component team to host a contractor breakfast (attended by over 70 people) aimed at fostering improved efficiencies between the program team and contractors; and - hosting a Efficiency Preferred Partner appreciation event, that provided an important opportunity for members to network with each other and E1 staff.
Development and Research Highlights
Development and Research activities in Q1 included: <i>Research</i> - Quarterly tracking of quality assurance, participant satisfaction, and other attitudinal metrics among Nova Scotia households was completed to help E1 respond to changing market conditions. - A public perceptions study on the Efficient Product Installation program component was completed, with Narrative Research. - Two surveys – the 2024 annual feedback survey of Efficiency Preferred Partner network members, and a survey of housing managers involved in the Mi'kmaw Home Energy Efficiency Project – were completed. <i>Innovation</i> - All six participants in the deep retrofit navigator pilot have completed their upgrades, and once final paperwork is completed the pilot will conclude. - Heat pump water heater market transformation pilot activities included the launch of a supply chain awareness campaign, the launch of two new website landing pages for the program, and planning for a second round of heat pump water heater installer training sessions in April.
Other Enabling Strategies Highlights
Other Enabling Strategies activities in Q1 included: <i>Codes and Standards</i>

ENABLING STRATEGIES (2025)

- E1's participation in Canadian Standards Association's Steering Committee on Performance, Energy Efficiency and Renewables (the parent steering committee for energy efficiency-related standards development at the association) continued in Q1.

Regulatory Affairs

E1 filed the following reports with the NSUARB:

- Responses to NSUARB Information Requests regarding E1's Residential Behaviour program component
- Responses to NSUARB Information Requests on E1's Q3 2024 DSM Report
- 2024 DSM Evaluation Reports
- 2024 DSM Annual Progress Report

Engagement with the DSM Advisory Group (DSMAG) on DSM planning included:

- written comments from DSMAG members on Round 2 model input assumptions and results for the 2026-2030 DSM Plan¹³;
- development of the 2026 DSM Extension as per the Nova Scotia government's legislation to extend E1's current approved 2023-2025 Plan by an additional year; and
- one-on-one meetings with key DSMAG members on the 2026 DSM Extension.

Other regulatory activities included:

- one-on-one meetings with key DSMAG members on the development of an optimal benefit cost analysis; and
- continued implementation of evaluation and verification recommendations. For an update on the 2024 Evaluation Recommendations, please see Attachment 2.

1

¹³ Following the submission of written comments to E1 on Round 2 model results for the 2026-2030 DSM Plan period, the provincial government introduced legislation extending the current DSM Plan period by one year and establishing the first five-year DSM Plan period to cover 2027-2031.

10. CONCLUSION

At the end of Q1 2025, E1's year to date results were 41.1 GWh of net incremental energy savings, 5.0 MW of net peak demand savings, and 1.7 GWh of net energy savings applicable to Affordable Multi-family Housing, Affordable Single-family Homes, and the Mi'kmaw Home Energy Efficiency Project, with an investment of \$15.4 million. Available capacity results from the 2024/2025 season are still being compiled.

E1's next quarterly report (Q2 2025) will be provided to stakeholders and the Nova Scotia Energy Board on August 25, 2025.

ATTACHMENT 1: YEAR-TO-DATE 2025 RATE CLASS RESULTS

EfficiencyOne Q1 2025 DSM Quarterly Report

Attachment 1: 2025 Rate Class Results (Year-to-Date)

1. 2025 RATE CLASS EXPENDITURES

E1's 2025 year-end forecast expenditures by rate class is the sum of rate class allocations calculated by program component. For each program component, the spending by rate class percentages from the previous three years (2022, 2023, and 2024) is applied to the 2025 forecast costs to establish the total expenditures for each rate class. The year-end forecast rate class expenditures are calculated that way in an effort to provide the most accurate estimates, using the most up-to-date data, and reflecting trends from the last three years at E1.

E1 provides explanations of changes of 25 percent or more in the year-end forecast expenditures within rate classes, as compared to the 2025 Plan as Approved. In Q1, this applies to the large general, small industrial, medium industrial, large industrial, and municipal rate classes.

Large general expenditures are forecast to be lower than the 2025 Plan as Approved, primarily due to lower projected participation from those rate class customers in the Demand Response and Custom Incentives programs. Small industrial and municipal expenditures are also forecast to be lower than the 2025 Plan as Approved, as participation from those rate class customers is projected to be lower across BNI programs for small industrial, and across Residential programs for municipal.

The year-end expenditure forecast for the medium industrial and large industrial rate classes reflect trends of higher participation by those customers in the Demand Response and Custom Incentives programs, respectively, over the last three years, and the expectation these trends will continue in 2025.

In Q1 2025, actual expenditures were \$15.4 million, or 25 percent of the 2025 Plan as Approved expenditures.

Table 1 provides a breakdown of the 2025 expenditures by rate class in the Plan as Approved, E1's 2025 year-end forecast expenditures by rate class, and year-to-date expenditures as a percentage of the 2025 Plan expenditures, and the 2025 year-end forecast.

Table 1: 2025 Rate Class Allocations

Rate Class	2025 Expenditures by Rate Class				
	2025 Plan as Approved (\$ million)	2025 Year-end forecast (\$ million)	YTD Actual 2025 Expenditures (\$ million)	YTD Actual Expenditures as % of 2025 Plan as Approved	YTD Actual Expenditures as % of 2025 Year-end forecast
Residential/Charitable (2,3,4)	34.5	33.1	9.6	28%	29%
Small General (10)	3.0	3.0	0.9	29%	28%
General (11)	15.4	16.2	2.5	16%	15%
Large General (12)	3.1	1.8	0.2	5%	10%
Small Industrial (21)	1.9	1.3	0.4	22%	32%
Medium Industrial (22)	1.1	2.9	0.4	38%	15%
Large Industrial (23, 25)	2.4	3.2	1.2	50%	37%
Municipal (24)	1.1	0.4	0.2	19%	48%
Unmetered (999)	0.0	0.0	0.0	N/A	N/A
Total	62.5	62.0	15.4	25%	25%

2025 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.

2. 2025 RATE CLASS RESULTS BY PROGRAM

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

Table 2: Residential Efficient Product Rebates Rate Class Results

	Residential Efficient Product Rebates (2025 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Units Rebated (#)
Residential/Charitable (2,3,4)	10.8	98.9	0.4	1.7	72,467
Small General (10)*	0.0	0.1	0.0	0.0	37
General (11)*	0.0	0.0	0.0	0.0	32
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)	0.2	1.9	0.0	0.0	1,411
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	11.0	100.9	0.4	1.7	73,946

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 Replacement and Instant Savings program components. The Appliance Replacement program component ended on January 8, 2025.

*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 (2025 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Housing Units / Products (#)*
Residential/Charitable (2,3,4)	11.9	122.1	1.8	6.2	278,466
Small General (10)	0.0	0.0	0.0	0.0	19
General (11)	0.0	0.0	0.0	0.0	5
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)	0.1	0.9	0.0	0.0	1,192
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	12.0	123.0	1.8	6.2	279,682

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 (2025 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Units Rebated (#)
Residential/Charitable (2,3,4)*	2.0	31.6	0.4	0.5	23,092
Small General (10)	1.5	25.7	0.3	0.3	14,588
General (11)	2.7	45.0	0.4	0.6	29,000
Large General (12)	0.6	9.6	0.1	0.1	5,788
Small Industrial (21)	0.9	14.9	0.1	0.2	9,416
Medium Industrial (22)	0.9	15.3	0.1	0.2	9,552
Large Industrial (23, 25)	1.7	25.2	0.3	0.4	17,402
Municipal (24)	0.0	0.0	0.0	0.0	0
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	10.3	167.3	1.7	2.4	108,839

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).

Table 5: Custom Incentives Rate Class Results

	Custom Incentives (2025 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Projects / Participants (#)
Residential/Charitable (2,3,4)*	0.0	0.0	0.0	0.0	0
Small General (10)	0.8	12.3	0.2	0.2	5
General (11)	1.6	29.2	0.5	0.6	7
Large General (12)	0.1	1.7	0.0	0.0	2
Small Industrial (21)	0.4	8.0	0.0	0.1	1
Medium Industrial (22)	0.1	1.8	0.0	0.1	7
Large Industrial (23, 25)	3.0	28.3	0.2	0.7	12
Municipal (24)	0.0	0.0	0.0	0.0	1
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	6.1	81.3	0.9	1.9	35

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.

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.

*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.

Table 6: Direct Installation Rate Class Results

	Direct Installation (2025 YTD)				
	First-Year Energy Savings (GWh)	Lifetime Energy Savings (GWh)	Peak Demand Savings (MW)	Expenditures (\$ million)	Products (#)
Residential/Charitable (2,3,4)	0.1	1.5	0.0	0.1	17
Small General (10)	0.3	4.8	0.0	0.2	786
General (11)	1.2	18.6	0.1	0.9	15,025
Large General (12)	0.0	0.0	0.0	0.0	0
Small Industrial (21)	0.1	0.8	0.0	0.0	31
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	1.5	0.0	0.1	1,137
Unmetered (999)	0.0	0.0	0.0	0.0	0
Total	1.7	27.2	0.3	1.4	16,996

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.

Direct Installation includes the Small Business Energy Solutions program component.

Table 7 provides a breakdown of year-to-date expenditures by rate class within the Demand Response program. Available capacity and participation results for the 2024/2025 season are not yet available.

Table 7: Demand Response Rate Class Results

	Demand Response (2025 YTD)		
	Available Capacity (MW)	Expenditures (\$ million)	Participation (#)
Residential/Charitable (2,3,4)	0.0	0.4	0
Small General (10)	0.0	0.0	0
General (11)	0.0	0.0	0
Large General (12)	0.0	0.0	0
Small Industrial (21)	0.0	0.0	0
Medium Industrial (22)	0.0	0.1	0
Large Industrial (23, 25)	0.0	0.0	0
Municipal (24)	0.0	0.0	0
Unmetered (999)	0.0	0.0	0
Total	0.0	0.5	0

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

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

When available, Demand Response results will reflect available capacity savings achieved during the 2024/2025 utility peak period season (i.e., December 1, 2024 through to February 28, 2025).

ATTACHMENT 2: UPDATE ON IMPLEMENTATION OF EVALUATION RECOMMENDATIONS

Table 1: Update on Implementation of 2024 Evaluation Recommendations

Table 2: Update on Implementation of 2023 Evaluation Recommendations

Table 1
Update on Implementation of 2024 Evaluation Recommendations

Year	Evaluation/ Verification	Recommendation Text	Source	Status	Comments	Expected Period of Completion
2024	Evaluation	Review the demand savings script used for projects modelled in eQuest to ensure accurate results and favour an approach that can be applied consistently across a variety of modelling software.	2024-NC-R1	In progress	E1 agrees with this recommendation. In 2025, E1 staff plan to review the demand savings script used for projects modeled in eQuest, along with methodologies for other software, to ensure accurate and consistent results.	2025
2024	Evaluation	Amend section 7.10 of the New Construction program guide to require M&V for large industrial New Construction projects.	2024-NC-R2	Deferred	E1 appreciates this recommendation. Large industrial New Construction projects are rare in the New Construction program. E1 staff recognize that M&V may be required for future large industrial New Construction projects and an M&V Plan would be developed and agreed upon between the Program team and the evaluation consultant prior to commencement of energy modeling. Given the infrequent occurrence of large industrial New Construction projects, program staff plan to defer this amendment to a future year, to be revisited when the program's priorities and resources allow for its implementation.	to be considered in a future year
2024	Evaluation	Investigate the impact of increasing modelling incentives (the share of modelling costs covered as well as the incentive cap) on the service.	2024-NC-R3	In progress	E1 agrees with this recommendation. In 2025, E1 staff will investigate the potential impact of increasing modelling incentives on the services and consider any findings for future program updates.	2025
2024	Evaluation	Endeavour to recruit new energy modellers through targeted outreach; modellers put a premium on networking opportunities with builders.	2024-NC-R4	Complete	E1 agrees with this recommendation. The program has added two new energy modellers to the approved list in 2025 and is actively working with three other new modellers. E1 staff will continue to recruit new modellers using targeted outreach when needed as the demand arises.	Complete
2024	Evaluation	Consider collaborating with educational institutions and professional associations for energy modelling to build a stronger pipeline of qualified and engaged energy modellers across Nova Scotia.	2024-NC-R5	Complete	E1 appreciates this recommendation. E1's Efficiency Preferred Partner (EPP) and Capacity Building teams have initiated efforts, including working with the Canadian Institute for Energy Training (CIET) to host energy modeling training and exploring micro-credentialing courses through NSCC.	Complete
2024	Evaluation	The program should increase targeted outreach and educational activities for builders and energy modellers related to the code shift and its impacts, particularly those involving technologies (including electrification), costs, and energy efficiency improvements. By providing practical guidance on meeting new requirements and exceeding them with the program's support, the program can position itself as a valuable resource while increasing program awareness and encouraging more participation.	2024-NC-R6	Not Recommended for Action	E1 appreciates this recommendation. While targeted outreach and educational activities are important, other organizations have already been leading in this area. The Department of Growth and Development, in partnership with the Construction Association of Nova Scotia and the Canadian Home Builders' Association of Nova Scotia, sponsored sessions on upcoming changes to the Nova Scotia Building Code. Sessions were held virtually and in-person across the province in March 2025.	
2024	Evaluation	Review the program guidelines and update to align with NECB 2020, which will be adopted in April 2025.	2024-NC-R7	In progress	E1 agrees with this recommendation. NECB 2020 Tier 1 was adopted in Nova Scotia on April 1, 2025, which will impact the baseline definition for all New Construction projects moving forward. E1 staff are currently interpreting the changes to the energy code and will update the program guidelines accordingly. This process will involve collaboration with industry experts and stakeholders to ensure comprehensive alignment.	2025
2024	Evaluation	Investigate aligning implementation incentives with NECB 2020 Tiers. Such alignment would need to consider the phased-in adoption of NECB 2020 Tiers 1–3 over 2025–29.	2024-NC-R8	In progress	E1 agrees with this recommendation. New Construction's incentives are currently tiered, based on improvements in whole-building efficiency beyond minimum code requirements. E1 staff are working on aligning these incentives with NECB 2020 Tiers 1–3. Any changes to the program's incentive structure will be reflected in the updated program guide.	2025
2024	Evaluation	E1 should update the Custom New Construction logic model to document and address current barriers and update the theory of change to include all activities being carried out to address these barriers.	2024-NC-R9	In progress	E1 agrees with this recommendation. E1 staff will update the Custom New Construction logic model to document and address current barriers. Additionally, E1 staff will revise the theory of change to include all activities aimed at overcoming these barriers.	2025
2024	Evaluation	Gather and analyze the Eco Shift Pilot data again in 2025 to improve the unitary available DR capacity value accuracy and ensure it is consistent over multiple years.	2024-ResDR-R1	In progress	E1 agrees with this recommendation. E1 will gather and analyze the Eco Shift Pilot data (for smart thermostats for electric baseboards) again in 2025 to improve the unitary available DR capacity value accuracy and ensure it is consistent over multiple years.	2025
2024	Evaluation	Update the BNI DR Baseline Considerations document to properly address all situations encountered through the project reviews. a) Clearly define how to identify building operating hours and when to set the available DR capacity to zero. b) Ensure that lookback windows are moved consistently across all similar events unless they are moved due to an abnormal load. c) Clearly state in the document that certain events may be excluded on a per-participant basis due to missing AMI metering data because of technical issues or events not being called for participants identified as morning-only or evening-only participants.	2024-BNIDR-R1	In progress	E1 agrees with this recommendation. The BNI DR Baseline Considerations document is being updated in 2025 to address the situations encountered through the project reviews.	2025
2024	Evaluation	In the next evaluation, continue to use project reviews to establish the tracked and evaluated available DR capacities.	2024-BNIDR-R2	In progress	E1 agrees with this recommendation. E1 will continue to use project reviews in 2025 to establish the tracked and evaluated available DR capacities.	2025
2024	Evaluation	To further aid understanding, consider providing participants with case study examples of incentive calculations to show pre-tax costs and how incentive amounts may change based on supplier quotes and/or equipment installed.	2024-AMH-R1	In progress	E1 agrees with this recommendation. E1 staff are currently identifying examples to illustrate how incentive amounts may change based on multiple factors. E1 staff are examining the participant process to determine at what stage(s) this information would be best utilized by the participant.	2025
2024	Evaluation	Ensure that support and handholding are available for participants who may need help navigating the program component and finding various contractors. Make technical guides available, providing general advice to help participants through the program component.	2024-AMH-R2	In progress	E1 agrees with this recommendation. E1 program staff continuously engage with the Business Development Manager to ensure both virtual and in-person support is available when requested by customers. E1 staff are reviewing technical guides currently available to E1 customers through other programs to identify those that would apply to AMH customers. Appropriate materials will be made available either through the website or as hyperlinks or attachments in standard email templates.	2025
2024	Evaluation	Investigate the possibility of improving the audit reporting templates to improve time efficiencies for EAs, for example by streamlining the reports as much as possible.	2024-AMH-R3	In progress	E1 agrees with this recommendation. E1 staff are exploring the best approach to meeting this recommendation. In 2025, E1 staff plan to meet with energy auditors to request specific feedback and to complete a full review of the audit reporting templates with the aim of creating a streamlined report.	2025
2024	Evaluation	In the early stages of participant engagement, ensure that participants are aware of the co-financing options listed in E1's agreement.	2024-AMH-R4	In progress	E1 agrees with this recommendation. In 2025, E1 staff plan to outline the available co-financing options in a new introductory email template and will explore other stages of the participant process to identify where this information may be helpful.	2025
2024	Evaluation	To assess progress with participant wait times, E1 could track wait times as well as program delivery satisfaction levels (e.g. in quarterly customer satisfaction surveys) throughout 2025 to determine how strategies are performing and make adjustments if necessary.	2024-ASFH-R1	In Progress	E1 agrees with this recommendation. E1 has implemented tracking dashboards for E1 staff to evaluate wait times and project cycle times. The dashboards are reviewed regularly and reviews with partners occur monthly. Program staff will also review customer satisfaction scores reported monthly.	2025
2024	Evaluation	Provide participants with more information about ASFH to help them understand program options, eligible measures, and participation steps by implementing the following: a) Investigate ways to inform participants about eligible measures in ASFH and to ensure that other program options and their differences (i.e. Oil to Heat Pump Affordability (OHPA)) are clearly presented to participants verbally and through marketing materials. b) Review the application template for clarity and adapt it to confirm with participants to which program they are applying (i.e. ASFH, OHPA). Ensure that the information in the application is shared with DAs/contractors. c) Once participants have submitted their application, clearly communicate (perhaps using a visual) the touchpoints that will occur along their journey (e.g. who will be contacting them, at what point, and what to expect).	2024-ASFH-R2	Complete	E1 agrees with this recommendation. E1 has explored ways to provide participants with more information about program options and have implemented the following: 1) Updates to the ASFH application form were made in the spring of 2024 for clarity. The updates include questions to determine eligibility for different program streams including ASFH and Oil to Heat Pump Affordability (OHPA). The information is passed on to delivery agents/contractors. 2) Communications were enhanced with applicants, including an email explaining the program options when the application is under review and a Navigator follow-up call as necessary. Navigator calls were introduced in the summer of 2024 and outgoing emails were updated in the fall of 2024. 3) E1 updated welcome letters in the fall of 2024 to include details on the applicant's choice of program streams: single zone heat pump or OHPA. 4) A new customer portal launched on April 7, 2025, that provides status updates on the customer's project as it progresses through the ASFH journey.	Complete

Table 1
Update on Implementation of 2024 Evaluation Recommendations

Year	Evaluation/ Verification	Recommendation Text	Source	Status	Comments	Expected Period of Completion
2024	Evaluation	Reinforce participant awareness of the Energy Solution Advisor's role as E1 program navigator to help participants better understand and navigate E1's programs (including ASFH).	2024-ASFH-R3	Complete	E1 agrees with this recommendation and have added a Navigator call (implemented in the summer of 2024) to the participant communications for ASFH to walk participants through their application and discuss the options available to them. Applicants are informed during the call that they can contact an Energy Solution Advisor at any time to navigate ASFH.	Complete
2024	Evaluation	To maximize energy savings, ensure that all participants receive the necessary information to operate and maintain the equipment installed in language that is easy to understand. Implement checklists for DAs and heat pump contractors if necessary.	2024-ASFH-R4	In Progress	E1 agrees with this recommendation. Delivery agents are required to educate the participant on all upgrades performed in the home and leave additional materials behind including heat pump operation manuals, warranty information and E1 information materials. E1 staff are working with delivery agents to ensure they meet this program requirement. E1 staff will investigate the use of checklists to aid compliance.	2025
2024	Evaluation	Ensure that DAs/contractors provide a leave-behind so that participants know who to contact in case of questions or difficulties or to better understand how to operate and maintain their heat pump.	2024-ASFH-R5	In Progress	E1 agrees with this recommendation. Providing a leave-behind to participants is a program requirement for delivery agents. Once a delivery agent is assigned to a participant, they become the main point of contact for that participant. In 2025, E1 staff will monitor leave-behinds through QA visits and calls from participants and will continue to engage delivery agents monthly on communications with participants.	2025
2024	Evaluation	Look for opportunities to streamline record keeping/reporting processes to reduce the administrative burden for DAs and contractors, taking into account program tracking and evaluation needs.	2024-ASFH-R6	Complete	E1 agrees with this recommendation. In early 2025, E1 staff reduced unnecessary paperwork that delivery agents are required to manage such as having Terms and Conditions signed at the home visit and requiring "Refusal of Assessment" forms from past participants. E1 staff have also streamlined the project submission processes by incorporating "bundles" into the Customer Information System (CIS) options so that groups of measures can be submitted together. In 2025, E1 staff will continue to review record keeping and reporting processes through the lens of continuous improvement.	Complete
2024	Evaluation	Update the DA/contractor training guides on the record keeping/reporting processes and use of the software tools to reflect current practices and offer regular training sessions to provide updates on any changes.	2024-ASFH-R7	In Progress	E1 agrees with this recommendation. E1 staff are updating the training guides for delivery agents and contractors. In 2025, E1 staff implemented monthly meetings with delivery agents, heat pump installers and building envelope contractors to discuss program changes and to receive feedback on process improvements. In 2025, E1 staff will continue to engage with delivery agents and contractors by providing a forum for questions and feedback.	2025
2024	Evaluation	To improve the smart thermostat installation rate, explore and implement strategies to reduce the number of participants disconnecting this product due to dissatisfaction. For example, follow-up calls could be conducted, installers could educate more participants on this product, or additional educational material on this product could be shared with participants.	2024-EPI-R1	In Progress	E1 agrees with this recommendation. E1 staff have explored various strategies and in 2025, E1 staff are collaborating with the E1 marketing team to develop an automated email featuring graphics and FAQs about the specific thermostat device received by the participant. E1 staff are also planning a refresher training course on installation criteria and leave-behind educational materials for EPI service providers to help improve thermostat installation rates.	2025
2024	Evaluation	In light of their very low savings and considering their low uptake, consider removing wood fireplace inserts and pellet fireplace inserts from the Green Heat offer.	2024-GH-R1	Complete	E1 agrees with this recommendation. E1 staff reviewed wood and pellet fireplace inserts and removed these measures from the Green Heat offering effective May 1, 2025. Any installations within 180 days of the May 1 cut-off will remain eligible for a rebate.	Complete
2024	Evaluation	In light of their very low savings and considering their low uptake, consider removing wood fireplace inserts and pellet fireplace inserts from the HEA offer	2024-HEA-R1	In Progress	E1 agrees with this recommendation. In 2025, E1 staff are reviewing HEA wood and pellet fireplace inserts measures to consider any necessary changes.	2025
2024	Evaluation	Undertake additional research to further validate the market evaluation results to establish, no later than Q3, when the LED baseline for BER-IR LED fixtures should take effect. Research should focus on the potential risk of the fixture market rebounding from reducing or removing the Instant incentives in the Nova Scotia market.	2024-BER-R1	In Progress	E1 agrees with this recommendation. E1 is working with the Evaluator to perform additional research to identify when the LED baseline for BNI LED fixtures should take effect.	2025
2024	Evaluation	Review the eligibility criteria for LED lighting in new construction projects in BER-AR given evidence that LEDs are the baseline for this market.	2024-BER-R2	In Progress	E1 agrees with this recommendation. E1 staff are currently reviewing the eligibility criteria for LED lighting in new construction projects in BER-AR.	2025
2024	Evaluation	In line with Recommendation #1, research should also investigate the efficiency level of an LED baseline for LED fixtures.	2024-BER-R3	In Progress	E1 agrees with this recommendation. E1 is working with the Evaluator to perform additional research. Staff are developing a research plan with associated timelines to investigate the efficiency level of an LED baseline for LED fixtures.	2025
2024	Evaluation	The current non-LED baseline for lamps should be maintained for BER-IR and reassessed in 2026. Given trends, EOne should plan for a baseline change starting in 2027.	2024-BER-R4	Complete	E1 agrees with this recommendation. E1 staff have maintained the current non-LED baseline for lamps for BER-IR though 2025 and will work with the Evaluator to reassess the non-LED baseline for Lamps in 2026.	Complete
2024	Evaluation	Plan for a shift in the product offer for LED fixtures from BER-IR to BER-AR to capture remaining retrofit opportunities once LED baseline is adopted for BER-IR.	2024-BER-R5	In Progress	E1 agrees with this recommendation. E1 staff are developing a plan to fully shift LED fixture rebates from BER-IR and BER-AR to exclusively offer these rebates for eligible BER-AR retrofit projects only. Eligible projects will be asked to supply information regarding the existing lighting through a pre-approval process to ensure only non-LED to LED retrofits are approved.	2025
2024	Evaluation	Focus efforts on BER-AR to target market laggards for early replacement retrofits of their lighting.	2024-BER-R6	In Progress	E1 agrees with this recommendation. E1 staff are working with Marketing to develop a plan targeting late adopters of lighting retrofits.	2025
2024	Evaluation	A LED baseline should also be applied to the EUL of LED fixtures rebated through BER-AR and SBES to reflect the fact that existing fixtures would have been replaced with LED fixtures at the end of their life. The baseline should consider the proportion of projects targeted for early replacement versus replace on burn-out as well as an estimated remaining EUL	2024-BER-R7	In Progress	E1 agrees with this recommendation. E1 will work with the Evaluator to ensure the EUL of LED fixtures in BER-AR and SBES are updated to reflect the LED baseline for BNI LED Fixture and consider proportions for early replacement and replace on burn-out.	2025
2024	Evaluation	Analyze opportunities for increasing interest around controlled lighting products.	2024-BER-R8	In Progress	E1 agrees with this recommendation. E1 staff will assess opportunities to increase interest around controlled lighting products.	2027
2024	Evaluation	Ensure that multi-wattage products are identified in the tracking sheet. Update applications for BER-AR and SBES to identify multi wattage products and confirm the wattage being used. Select the middle wattage (i.e. not the lowest or highest) as the tracked wattage when information is not available from the participant.	2024-BER-R9	In Progress	E1 agrees with this recommendation. E1 staff are exploring the options for identifying multi-wattage lighting products using information provided by DLC. Where that information is not available, E1 staff will work with participating distributors to identify these products as part of their SKU list review process or select the middle wattage as recommended by the Evaluator. Multi-wattage products will be identified in the 2025 tracking sheet.	2025

Table 2
Update on Implementation of 2023 Evaluation Recommendations

Year	Evaluation/ Verification	Recommendation Text	Source	Status	Comments	Expected Period of Completion
2023	Evaluation	It would be in EOne's best interest to ensure that Green Heat marketing materials are available to contractors and participants.	2023-GH-R1	Complete	E1 agrees with this recommendation. E1 staff are providing marketing materials and program guides at home shows to participants. These materials are also available upon request in both digital and paper format to participants, EPP members, and industry professionals. The materials explain the differences between residential programs at E1, including GH.	Complete
2023	Evaluation	Consider offering increased incentives to low and moderate-income households and incentivizing heat pump replacements for those households.	2023-GH-R4	Deferred	E1 agrees with this recommendation. In 2024, E1 staff explored the potential for increasing rebates for low and moderate income households. E1 also explored rebates for heat pump replacements. The results from the 2024 GH Billing Analysis drastically reduced mini-split heat pump energy savings, which requires further assessment by E1 staff.	To be considered in a future year.
2023	Evaluation	Determine which participants are best suited for morning events only, evening events only, or morning and evening events. Events should be called based on each participant's potential, and enrolled capacity should be established based on the selected time of day.	2023-BNI DR-R3	Complete	E1 agrees with this recommendation and have implemented selecting the best suited morning only, evening only, or morning and evening participants. Program staff developed morning and evening platoons prior to the end of the 2023/24 season and implemented those platoons in the 2024/25 season where enrolled capacity was established based on the selected time of day. All participants were called for their respective morning and evening events in the 2024/25 season.	Complete