EfficiencyOne

IN THE MATTER OF: The Public Utilities Act

- and -

IN THE MATTER OF:
EfficiencyOne 2026 Q1 Demand Side Management Report

M12875

EfficiencyOne Responses to Information Requests (RIRs)

E1 (NSEB) RIRs 01-03

FILED
August 21, 2026

Request IR-01:

What specific factors are driving the reduction in forecast energy savings for the Efficient Product Installation Program from the approved 10.5 GWh to 5.7 GWh, despite the forecasted investment exceeding the approved budget?

Response IR-01:

The approved 2026 DSM Extension for Efficient Product Installation (EPI) included 10.5 GWh of energy savings and $5.3 million in investment. Through the mid-course adjustment, 2026 forecast savings were reduced to 5.7 GWh while expenditures increased to $5.9 million.

Factors driving the increased investment and reduced savings are:

- higher-than-anticipated program delivery costs associated with the transition to electrician-installed measures, including a fixed per-home service delivery fee of approximately $350 per participant;
- the elimination of cost-sharing between EPI and Eco Shift following the pause on new Eco Shift enrollments, under which Eco Shift previously contributed $100 toward the installation of the first thermostat (approximately 55% of the costs) and $50 toward each additional thermostat (approximately 27% of the cost);
- a shift in measure mix relative to the 2026 Extension assumptions, driven by customer preference and home eligibility, with lower-than-anticipated uptake of lower unit cost measures; and
- updated 2025 DSM Evaluation results reducing savings assumptions for several EPI measures, including unitary energy savings impacts (kWh) and net-to-gross ratios (NTGR), in comparison to the assumptions used for the approved 2026 DSM Extension.

Request IR-02:

What assumptions or changes have resulted in the Home Energy Assessment Program's forecast energy savings increasing from 3.8 GWh to 16.3 GWh while the program budget remains unchanged?

Response IR-02:

The 2026 DSM Extension energy savings target for Home Energy Assessment was 3.8 GWh, which was increased to 16.3 GWh in the mid-course adjustment. Investment for Home Energy Assessment in the 2026 Extension was $5.0 million, which decreased to $4.9 million in the mid-course adjustment.

The most significant factor contributing to the increased energy savings and decreased program costs is the federal Canada Greener Homes Grant (CGHG) and the Canada Greener Homes Loan (CGHL) programs. Participants in the CGHG program had until March 31, 2026 to complete their projects, and that final push in Q1 boosted overall numbers for the year. For those participants in the CGHL program the deadline for project completion is September 30, 2026. At the time the 2026 DSM Extension was developed in early 2025, there was still uncertainty about how many remaining CGHG and CGHL participants would complete, when they would complete, and the measure mix they would install. The mid-course adjustment assumed a larger number of participants would complete projects than was projected in the 2026 DSM Extension.

E1 will continue to monitor project completions and expectations for the remainder of 2026 and incorporate updated insights into future forecasts.

Request IR-03:

The Residential Program has been paused indefinitely due to the inability to collect data from NS Power. However, the forecast still includes $1.2 million in program spending against a $2.1 million budget, despite no forecast energy savings being attributed to the program.

(a) Could you explain why program expenditures continue in the absence of measurable savings?

(b) Are there ongoing contractual obligations or other commitments that require continued spending even though the services cannot be delivered?

(c) In addition, now that NS Power has regained access to its customer information:

- **a. Is E1 now able to collect data from NS Power?**
- **b. Is there an intention to restart the Residential Program?**
- **c. If so, what is the anticipated timeline and expected impact on program delivery and energy savings?**

Response IR-03:

(a) In the mid-course adjustment, program expenditures in Residential Behaviour have continued due to ongoing service provider contractual obligations inclusive of upfront annual service and treatment fees. The mid-course adjustment assumed full payment of these fees. EfficiencyOne's (E1) latest forecast for Residential Behaviour will be reported in the Q2 2026 DSM Report being filed August 25, 2026.

(b) Please refer to part (a) of E1's response to this IR.

(c) NS Power's most recent Monthly Update Report #11, filed on August 13, 2026 under Matter M12273 (Board Inquiry into NS Power's Cybersecurity Incident), provides the following update in Attachment 2 regarding regulatory matters and a forecast restoration of normal activities:[1]

> The Residential Behaviour program will require a minimum of 1 bill cycle following the reintroduction of data into [My Energy Insights] MEI before it can produce results. Forecast restoration is by end of Q3 2026.

Given that timeline, the earliest possible resumption of Residential Behaviour would be around November 2026. In considering this forecast resumption timeline and that the proposed 2027-2031 DSM Plan does not include Residential Behaviour, E1 does not plan to resume the program component in 2026 resulting in no savings being achieved.

[1] M12273, NSPI Monthly Update Report #11, Attachment 2, page 3, August 13, 2026.