

ADDENDUM TO RESPONSE CEC/TREE/RCM NFAAT - 9

Reference: Alternatives to Advancement of the Wuskwatim Generating Station, Page 19, Lines 1-13

QUESTION:

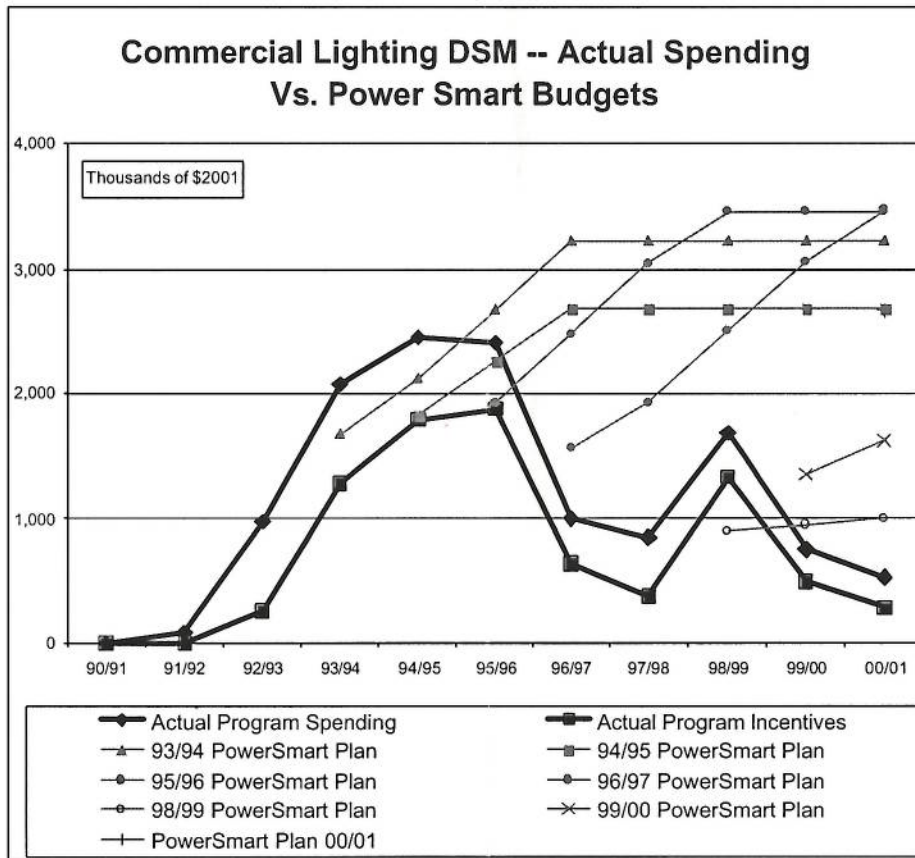
For each of the traits listed, please rate MH’s DSM program. Please provide specific program examples and relate them to other jurisdictions, where possible.

RESPONSE ADDENDUM:

This material was inadvertently omitted from the response filed earlier to this question.

Figure TREE/RCM CEC 9.3 illustrates the lack of connection between actual spending and proposed budgets

Figure TREE/RCM CEC 9.3



Customized Services and Customer-Oriented DSM

Targeting programs for client groups such as low income, first nations, municipalities, schools (in more depth than the pilot), nursing homes, hospitals, apartment owners/renters are all preferable alternatives to designing programs around technologies and measures.

A good partnering opportunity is in community renewal. A local example is the North End Housing Project (NEHP) in Winnipeg reported in the Winnipeg Free Press, December 28th 2003. All the homes are constructed to R2000 standards. "Heating costs for low-income people are a huge issue." More could be done to partner in the area of community renewal. Other partnering opportunities include forming 'collaboratives' with environmental organizations (e.g. Resource Conservation Manitoba, Climate Change Connection, IISD) and partnering with community cultural and social groups who are active in providing seniors residences and low cost energy efficient housing (e.g. Winnipeg Housing and Homelessness Initiative), and of course Efficiency Manitoba.

Manitoba Hydro has developed programs for recreational facilities and religious buildings but these programs under-serve their target clients. Mail-in audits and guidebooks are not sufficient for high energy use buildings such as ice rinks, and the \$2,000 charge for an audit for religious buildings represents a significant barrier. The loan rate is 2% higher than the residential loan rate of 6.5%. The City of Fort Collins, Colorado provides "ZILCH" to help city residents make energy improvements to existing homes – "ZILCH" stands for "Zero Interest Loans for Conservation Help." Residents may borrow between \$250 and \$2,300 for eligible projects, depending on the type of improvement. The loan amount is 80% of the project cost, with repayment terms ranging from two to five years, with no interest (see <http://fcgov.com/utilities/es-zilch.php>).

Northern community weatherization programs, especially in off-grid locales such as Brochet, Lac Brochet, Tadoule Lake and Shamattawa and other isolated communities, is another obvious opportunity for customized client-centred programming.

Partnerships and Collaborations

Manitoba Hydro would benefit by sharing its experience and programming in DSM with other utilities and delivery agencies in the mid-west. The only overlap programs seem to be Energy Star and the coordination with the federal government to take advantage of the EnerGuide Energy Efficiency Retrofit Grant for residential customers. Manitoba has not joined or sought to form a collaborative to implement DSM sharing costs and experiences with other utilities or agencies. The partnerships listed by Manitoba Hydro are all excellent but they tend to be focused on the technical side rather than the community delivery side. The best known examples of collaborative third generation projects have had more of a community involvement component, such as the Alliance to Save Energy, Espanola Ontario Power Savers Project, Cornwall Ontario Energy Efficiency Team, Hood River Washington Conservation Project, the Northeast Energy Efficiency Partnership (NEEP) and Rebuild America, to name a few.

Technology Focused Programs, Supporting Services and Training, and Energy Star

An area in which DSM has been successful for Manitoba Hydro is the Commercial Lighting Program. Xcel Energy of Minnesota has also been successful in assisting customers to install efficient lighting with rebate programs similar to Manitoba Hydro's. In addition to rebates they have a low interest financing program. There are benefits to sharing common programs that will drive manufacturers and energy service providers to adopt a higher standard. Promotional costs are less when they are spread over several utilities and delivery agencies and experiential learning can be transferred as well as training programs expanded. In America's Best: Profiles of America's Leading Energy Efficiency Programs (ACEEE Report U032 2003 available at www.aceee.org), Xcel Energy's Energy Design Assistance for C/I is singled out as an exemplary program, and Xcel also received honourable mentions for its Commercial Lighting Efficiency Program and Custom Efficiency Assistance.

Working within a wider delivery network does not minimize the importance of knowing your own customers and their needs. However, there is a benefit from working together with other program deliverers as well. See the Northeast Energy Efficiency Partnerships website (www.neep.org/partners/sponsors/) for information on how leading DSM utilities in Massachusetts, Rhode Island, Connecticut, Maine, New Jersey, Vermont, New Hampshire and New York are benefiting from program sharing over a range of ten options.