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September 30, 2015

via RESS e-filing – signed original to follow by courier

Ms. Kirsten Walli
Board Secretary
Ontario Energy Board
PO Box 2319
2300 Yonge Street, 27th floor
Toronto, ON M4P 1E4

Dear Ms. Walli:

Re: Toronto Hydro-Electric System Limited ("Toronto Hydro")
– 2014 Annual CDM Report
OEB File No. EB-2010-0215

Toronto Hydro writes to the Ontario Energy Board in respect of the above-noted matter.

In accordance with the Conservation and Demand Management Code for Electricity Distributors, enclosed are two copies of THESL's 2014 CDM Annual Report. The report has been filed in the manner set out in Appendix C.

Please do not hesitate to contact me if you have any questions.

Yours truly,

[original signed by]

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cc: Chris Tyrrell, Vice-President, Custormer Care, by electronic mail only
Tony Pardal, Manager, CDM, by electronic mail only

Toronto Hydro-Electric System Limited

Conservation and Demand Management

2014 Annual Report

Submitted to:

Ontario Energy Board

Submitted on September 30, 2015

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Background

On March 31, 2010, the Minister of Energy and Infrastructure of Ontario, under the guidance of sections 27.1 and 27.2 of the *Ontario Energy Board Act, 1998*, directed the Ontario Energy Board ("OEB") to establish Conservation and Demand Management ("CDM") targets to be met by local electricity distributors ("LDCs"). Accordingly, on November 12, 2010, the OEB amended the distribution licence of Toronto Hydro-Electric System Limited ("Toronto Hydro") requiring Toronto Hydro, as a condition of its licence, to achieve 286 MW of net annual peak demand savings and 1,304 GWh of net cumulative electricity energy savings, over the period beginning January 1, 2011 and ending December 31, 2014.

In accordance with the same Minister's directive, on September 16, 2010 the OEB issued the Conservation and Demand Management Code for Electricity Distributors (the "CDM Code"). The CDM Code sets out the obligations and requirements with which LDCs must comply in relation to the CDM targets set out in their licences. The Code also requires a distributor to file Annual Reports with the OEB. This is the fourth and final Annual Report filed by Toronto Hydro covering the period from January 1, 2014 to December 31, 2014.

Toronto Hydro's previously submitted 2011, 2012 and 2013 Annual Reports summarized the results, successes, and challenges of its CDM activities for the January 1, 2011 to December 31, 2013 period. The OEB's 2011 CDM Results Report[1] recognized that Distributors had concerns with a delay in the full suite of CDM Programs being made available, and that the absence of some programs negatively impacted the final 2011 results. This message was also highlighted in Volumes I & II of the Environmental Commissioner's Report[2] on Ontario's Annual Energy Conservation Progress.

On December 21, 2012, the Minister of Energy directed the Independent Electricity System Operator (the "IESO"[3]) to fund CDM programs which meet the definition and criteria for IESO-Contracted Province-Wide CDM Programs (the "IESO Programs") for an additional one-year period from January 1, 2015 to December 31, 2015. This resulted in the extension of the existing program initiatives rules and funding until December 31, 2015 as a transition year leading to the launch of the new CDM framework. However, the Ministerial Directive did not amend the timelines for LDCs to achieve their energy savings and demand savings targets.

On March 31, 2014, the Minister of Energy announced a directive to implement a new six-year Conservation First Framework ("CFF"). The new framework is expected to achieve a total reduction of 7 TWh in electricity consumption between January 1, 2015 and December 31, 2020 in Ontario. Toronto Hydro has since entered into an Energy Conservation Agreement with the IESO and has received conditional approval from the IESO for Toronto Hydro's "CDM Plan" for the period of 2015 - 2020.

[1] Conservation and Demand Management Report – 2011 Results (EB-2010-0215), OEB December 20, 2012

[2] http://www.ecoissues.ca/index.php/CDM12v2_The_2014_LDC_Electricity_Conservation_Targets,_Year_One

[3] Prior to January 1, 2015, all CDM related functions currently undertaken by the IESO were performed by the Ontario Power Authority ("OPA"). The OPA merged into the IESO effective January 1, 2015.

Executive Summary

This 2014 Annual Report details Toronto Hydro's CDM savings progress to date, the achievements and highlights of programs implemented in 2014, the challenges and mitigation measures considered, and the overall results achieved during the course of the 2011-2014 CDM framework.

2014 CDM Results – In 2014 Toronto Hydro achieved 120.9 MW of net annual peak demand savings and 224.3 GWh of net energy savings, as reflected in the IESO's 2014 Final Verified Results Report (see Table 1 below). Combined with the final verified results for 2011, 2012 and 2013, Toronto Hydro has achieved 72.1% of the demand savings target and 121.4% of the energy savings target. Further details on savings results are listed in Section 3.1.

Table 1: Summary of Savings Results for Toronto Hydro

Final 2014 Achievement Against Targets	2014 Incremental	2011-2014 Achievement Against Target	% of Target Achieved
Net Annual Peak Demand Savings (MW)	120.9	206.3	**72.1%**
Net Energy Savings (GWh)	224.3	1,582.6	**121.4%**

Unless otherwise noted, results are presented using scenario 1 which assumes that demand response resources have a persistence of 1 year

Toronto Hydro's 2014 Activities - In 2014, Toronto Hydro undertook the following activities related to IESO-Contracted Province-Wide programs:

- A total of 2,545 applications were approved under the ERII program and 1,797 applications were processed for incentive payments.
- Continued strong ***peaksaver*PLUS** enrollments which expanded the participant base to 75,642.
- Worked with the Ministry of Energy and other large LDCs to develop a new CDM model for 2015 to 2020, which was announced on March 31, 2014 by the Minister of Energy to implement a new six-year Conservation First Framework (CFF).
- Received approval from the IESO and commenced a localized demand response pilot. The intent is to develop a framework and protocol for applying local demand management projects to optimize infrastructure investment.
- Finalized pilots for GridSaver (small commercial) and SuiteSaver (multi-unit residential) to address market segments that have not had significant participation.
- Held two "Energy Into Action" events with over 800 external attendees.
- Led LDC participants in two-yearlong behavioural pilots that involved extensive guided energy management interactions with facility staff. One involved some of Toronto Hydro's key industrial customers in the Continuous Energy Improvement Pilot and the other was aimed at commercial customers in the Strategic Energy Management Cohort pilot. Both pilots were funded by the IESO's Conservation Fund.
- Co-chaired the Conservation First Advisory Working Group (CFAWG) with the IESO to develop the CFF into operational rules and a contractual agreement between LDCs and the IESO. This culminated in the release of the Energy Conservation Agreement (ECA) in October 2014.

1 Board-Approved CDM Programs

Introduction

Toronto Hydro did not apply for any Board-Approved CDM Programs during 2014; however, as noted in the CDM guidelines, released April 26, 2012, the OEB has deemed time-of-use ("TOU") pricing a Province-wide Board-Approved CDM Program. The details of this program are provided in section 1.1 below.

1.1 TOU Implementation

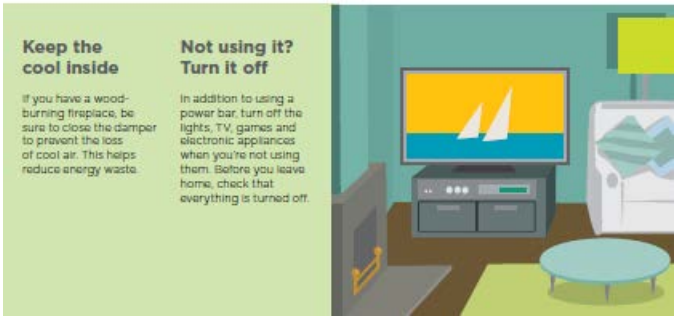
Customer Type(s): Residential and small business customers (up to 250,000 kWh per year)

Objectives: TOU pricing is designed to encourage conservation and demand shifting of energy usage from "on-peak" periods when electricity demand is high to "off-peak" periods when electricity demand is low.

Description: In August of 2010, the OEB issued a final determination to mandate TOU pricing for Regulated Price Plan ("RPP") customers, in order to support the Government's expectation for 3.6 million RPP consumers to be on TOU pricing by June 2011, and to ensure that smart meters funded at ratepayer expense are being used for their intended purpose. The RPP TOU price is adjusted twice annually by the OEB.

Delivery: The OEB sets the TOU rates; LDCs install and maintain smart meters; LDCs convert and enrol customers to TOU billing.

Toronto Hydro continued to educate and inform customers of the benefits of TOU through a number of marketing tactics:



- Rates updates in May and November were publicized through bill inserts distributed to all business and residential customers.
- TOU info was also distributed through a digital Residential Newsletter. An additional e-blast was sent to all customers who have provided their email addresses (~150K) in May and November.
- TOU rate changes and reminders about lower rates during holidays were shared on all social media channels as well as included in press releases.
- Website materials including our dynamic bills and money saving tips for energy efficiency were updated bi-annually with banner ads for quick reference.
- Brochures with conservation tips and new rates, including graphics to reach Toronto Hydro's multi-cultural customer base, were printed in May and June for distribution at community events. TOU stickers with time blocks were printed as well for distribution.
- Community outreach events in 2014 included festivals, CDM in-store events, environment days, as well as employee engagement events around Earth Day. TOU materials were also distributed to Toronto Hydro's low income sector through outreach at over 150 events across the city.

Participation: 726,380 (Residential, GS<50kW and suite meters) TOU-enabled meters as of the end of 2014

Spending: Delivery and implementation of TOU was not IESO funded - it was subject to OEB funding approval and cost recovery.

Results & Evaluation: Net peak demand savings = 11,794 kW

Net energy savings = 0 kWh

2 IESO-Contracted Province-Wide CDM Programs

In 2014, Toronto Hydro continued to deliver the following IESO Programs in its service area:

- **Consumer Program**
- **Business Program**
- **Industrial Program**
- **Home Assistance Program**

The funding for the above programs is provided by the IESO as detailed in Section 3.3 by type of expense and by initiative. Summary results at the program initiative level are shown in Section 3.

The following sections provide a detailed description of each of the IESO Program initiatives that were offered in Toronto Hydro's service area in 2014. Full IESO-Contracted Province-Wide CDM Program descriptions can be found on the saveONenergy[OM] website at http://www.powerauthority.on.ca/IESO-conservation as well as Toronto Hydro's website at www.torontohydro.com.

The details for each program are presented in accordance with the templates provided in the appendices to the CDM Code. Toronto Hydro further provides additional IESO Program context common to many of the individual initiatives, highlights of achievements including operational challenges, and current and possible risk mitigation activities.

2.1 Consumer Program – Residential Market

The Consumer Program includes initiatives that are designed to meet the requirements of the residential sector, encourage uptake of energy efficient programs and promote a culture of conservation. Toronto Hydro continued to promote the following initiatives to its residential customers in 2014:

- Appliance Retirement
- Appliance Exchange
- HVAC Incentives
- Conservation Instant Coupon Booklet
- Bi-Annual Retailer Event
- Residential and Small Commercial Demand Response

To-Market Strategy: Toronto Hydro's "take-to-market" strategy for the consumer programs continued to be a mass marketing/communications approach. Toronto's large population is diverse and requires a comprehensive integrated marketing plan. This includes social media, outreach events, sponsorships and advertisement and direct mail. Communications are designed to resonate with target groups such as the low income and multicultural segments. Advertisements are coordinated with IESO's media timetable. In 2014, Toronto Hydro continued to leverage its brand strength to promote these programs through customized communications. Toronto Hydro reached out to its consumer sector to promote the IESO's saveONenergy[OM] programs as follows:

- Advertisements using local print media, digital and radio
- Direct mail (spring and fall) to targeted customers promoting key programs
- Bill inserts
- Direct to customer E-newsletters
- Events – local community events and festivals

- Company website pages and social media – Facebook, YouTube and Twitter
- Outbound calling campaign to re-enrol customers to ***peaksaver PLUS®***
- Public relation events and new releases

Consumer Program Highlights and Observations:

- Toronto Hydro launched spring and fall media campaigns which incorporated radio ads, community and local newspapers, multi-cultural advertising, unaddressed direct mail, digital/online and out-of-home.
- Community outreach is important in educating customers. In 2014, this included over 55 unique events such as festivals and shopping centre visits.
- A targeted campaign was executed to the Asian and South Asian markets that included brochures, digital, print media, radio and outreach for registrations.

- Toronto Hydro ran in-store events in conjunction with the IESO bi-annual coupon event in the spring and fall of 2014. This included 16 stores (Home Depot and Lowes). The stores generated 9,895 interactions and 1,201 ***peaksaver PLUS®*** signups.
- Toronto Hydro utilized IESO's Air Miles™ promotion on applicable program collateral.
- Toronto Hydro provided customers with a unique 24-page booklet which included information on all programs and encouraged customers to participate in conservation programs and services. The booklet was sent unaddressed to 500,000 customers.

2.1.1 Appliance Retirement

Objectives:	To permanently decommission older, inefficient refrigeration appliances.
Description:	Offers consumers free pick-up and decommissioning of old inefficient refrigerators and freezers that are 20 years and older.
Delivery:	The IESO centrally contracted for province-wide marketing, call centre, appliance pick-up and decommissioning. LDC provided local marketing and coordination with municipal pick-up where available.
Participation:	1,779 appliances
Spending:	$253,417
Results & Evaluation:	Net peak demand savings = 119 kW Net energy savings = 769,938 kWh
Additional Comments:	This program has reached market saturation with results declining from a peak of 349kW in 2011. The IESO Residential Working Group had proposed and received approval for this program not to be offered as a transition program in the CFF framework beyond December 31, 2014.

2.1.2 Appliance Exchange

Objective:	To remove and permanently decommission inefficient Room Air Conditioners ("RACs") and dehumidifiers.
Description:	Appliance exchange events were held at local retail locations and customers were encouraged to bring in their old inefficient RACs and dehumidifiers in exchange for coupons/discounts towards the purchase of new energy efficient equipment.

Delivery: The IESO contracted with participating retailers for the collection of eligible units. Toronto Hydro promoted the initiative as part of the integrated marketing plan, but did not have an in-store presence.

Participation: 461 appliances

Spending: $56,357

Results & Evaluation: Net peak demand savings = 96 kW

Net energy savings = 170,312 kWh

Additional Comments: During 2014 the IESO only offered this program for dehumidifiers, which has limited potential in Toronto Hydro's service territory.

2.1.3 HVAC Incentives

Objective: To encourage the replacement of existing heating, ventilation and air conditioning ("HVAC") systems with high efficiency ENERGY STAR® systems and products.

Description: The initiative offers rebates for the replacement of inefficient heating and cooling systems with high efficiency ENERGY STAR® systems and products installed by approved Heating, Refrigeration, and Air Conditioning Institute ("HRAI") qualified contractors.

Delivery: The IESO contracted centrally for delivery of the initiative and Toronto Hydro marketed this initiative as part of the integrated marketing plan.

Participation: 16,036 HVAC units

Spending: $401,401

Results & Evaluation: Net peak demand savings = 3,292 kW

Net energy savings = 6,113,138 kWh

Additional Comments: The IESO centrally managed, tracked, and reported results. Toronto Hydro did not have visibility to actively manage the effectiveness of this initiative due to reporting lags. However, Toronto Hydro continued to partner and incent HRAI Toronto members to promote this program to their customer base.

2.1.4 Conservation Instant Coupon Booklet

Objective: To encourage households to purchase energy efficient products by offering coupon discounts.

Description: This initiative offers customers coupons towards the purchase of a variety of low cost, easy to install ENERGY STAR® energy efficient products. Booklets are available at point-of-purchase or may be downloaded at www.saveonenergy.ca and on the Toronto Hydro website.

Delivery: The IESO contracted centrally for the distribution of the coupon booklets across Ontario. LDCs marketed and distributed coupons at local events. The IESO entered into agreements with retailers to honour the coupons.

Participation: 146,689 coupons redeemed

Spending: Nil

Results & Evaluation: Net peak demand savings = 294 kW

Net energy savings = 3,976,586 kWh

Additional Comments: LED Coupons were promoted heavily in 2014 with Toronto Hydro providing LDC-coded coupon booklets for distribution at events. The residential Working Group

proposed changes to increase coupon value on cloToronto Hydroines and multi-pack LED lights for 2015.

2.1.5 Bi-Annual Retailer Events

Objectives: To offer customers instant point of purchase discounts at participating retailers for a variety of energy efficient products.

Description: Twice a year (spring and fall), participating retailers host month-long rebate events. Customers are encouraged to visit participating retailers where they can find coupons redeemable for instant rebates towards a variety of low cost, easy to install energy efficient measures.

Delivery: The IESO enters into arrangements with participating retailers to promote the discounted products. LDCs also refer retailers to the IESO.

Participation: 617,468 coupons redeemed

Spending: $560,656

Results & Evaluation: Net peak demand savings = 1,029 kW

Net energy savings = 15,729,004 kWh

Additional Comments: Toronto Hydro continued to promote the LED offering as the lead message for this campaign. Toronto Hydro added an additional weekend of in-store presence at the Home Depot and Lowes stores. Toronto Hydro also issued a booklet with top coupon offers to promote events to 500,000 households.

2.1.6 Residential and Small Commercial Demand Response ("DR")

Objectives: Control residential and small commercial electrical end use loads, including air conditioners, pool pumps and electric water heaters, to make available for dispatch during IESO demand response events.

Description: Customers enrol in ***peaksaver PLUS®*** (previously, ***peaksaver***), which includes the installation of a Load Control Device ("LCD") on one or more of the end use loads noted above and/or a free in-home display ("IHD") that allows customers to view their energy use and associated price on a real time basis.

Toronto Hydro launched the new ***peaksaver PLUS®*** initiative in late summer 2012 and had considerable success in converting customers to the new program.

Delivery: Toronto Hydro procures LCDs and IHDs directly and contracts the installation of the devices via a third party. Toronto Hydro actively markets within its service territory using targeted market tactics (bill inserts, direct mail, outbound calling, and radio and newspaper ads) to promote the initiative.

Participation: 68,792 switches for residential

167 switches for small commercial

70,142 IHDs for residential

110 IHDs for small commercial

Spending: $6,774,934

Results & Evaluation: Net peak demand savings for residential = 37,476 kW

Net energy savings for residential = 896 kWh

Net peak demand savings for commercial = 93 kW

Net energy savings for commercial = 319 kWh

Additional Comments: The program has been well received and take-up rates have continued to exceed expectations in the residential sector, even while the number of eligible participants is diminishing. Toronto Hydro led efforts to increase the demand response capability via the use of more effective cycling strategies. These efforts were successful and increased the demand reduction by approximately 0.1 kW per unit.

Despite its overall success small commercial take-up of the program has been negligible as there is generally no viable IHD technology or incentive for business owners to participate. Although the program has been a key contributor to the demand results for Toronto Hydro, the savings associated with the IHD for ***peaksaver PLUS®*** have been determined by IESO to be negligible.

2.1.7 Residential New Construction

Objectives: To promote the construction of energy efficient residential homes in the new home construction market.

Description: This initiative offers incentives to homebuilders who construct new energy efficient homes. Incentives are offered for two categories: 1) incentives for the installation of electricity efficiency measures as determined by a prescriptive list or via a custom option; and 2) incentives for homes that meet or exceed aggressive efficiency standards using the EnerGuide performance rating system. This program has limited applicability in the Toronto Market, but did show some minor results in 2014.

Delivery: Local engagement of builders is the responsibility of the LDC and is supported by the IESO marketing air coverage driving builders to their LDC for additional information.

Participation: N/A

Spending: $24,298

Results & Evaluation: N/A

Additional Comments: This program was re-designed by the Residential Working Group to simplify the application process. Improvements launched in 2013 have not resulted in any measurable increase in program participation.

2.2 Business Program – Commercial and Institutional Markets

By the end of 2014, most sectors of the marketplace including the key accounts, were familiar and comfortable with the saveONenergy CDM Programs offered through Toronto Hydro.

Toronto Hydro continues to face challenges in Toronto as the conservation marketplace is mature and saturation of certain conservation measures is a limiting factor for some key segments. This situation is expected to persist until the next transformative technological change takes hold, or the advent of new CDM programs.

Accordingly, Toronto Hydro continued its efforts to promote LED technology and develop next generation programs by undertaking pilot projects in conjunction with the IESO through its Conservation Fund.

The previously observed pattern of smaller project applications with decreasing kW per application accompanied by a longer sales cycle continued. This has resulted in greater sales and administrative efforts to secure savings.

The success of Toronto Hydro's Applicant Representative Initiative ("ARI"), which engaged the supply chain as channel partners to help increase application volumes, continued as attested by increasing membership and training session enrolment.

The following initiatives were promoted in 2014 through intense sales and marketing efforts:

- Retrofit (Equipment Replacement Incentive Initiative or "ERII")
- Direct Install Lighting
- Existing Building Commissioning
- New Construction and Major Renovation Incentive (High Performance New Construction)
- Energy Audit

There were also four pilot programs underway with IESO:

- Gridsaver© – targeted at small commercial accounts to enable scheduling and provide demand response capacity by installing programmable Wi-Fi-communicating thermostats on existing rooftop units.
- Suitesaver© – targeted at condominium suites to regulate suite temperature and provide demand response capacity at the central chiller plant.
- Strategic Energy Management (Industrial & Commercial groups) – self-reinforcing peer groups, engaged through a series of facilitated workshops, webinars, and one-on-one consultations to develop energy models, identify operational and behavioural savings opportunities.

Toronto Hydro also pursued other initiatives including:

- Non-incented savings identification through Civic Action's Race-to-Reduce
- Remote Building Audits designed to identify operational and capital project savings opportunities within commercial building stock through data based energy auditing.

To-Market Strategy: The business marketing strategy included the use of media, customer outreach and specific marketing tactics with cross-program messaging. Key messages in the marketing campaign

focused on quick-win technologies and highlighted the technical support offered by the business development team. Toronto Hydro also highlighted LED technology and customers in the marketing pieces. Tactics included:

- Multimedia mass marketing, including radio and newspaper inserts, trade magazines to build awareness in all sectors including multi-cultural advertising
- Hosting technology focused conferences
- Trade/vertical publications
- Energy Into Action conferences in partnership with six other LDCs featuring energy efficient technologies and opening remarks from Michael “Pinball” Clemons - over 500 people attended

- Online ad units on consumer business publications sites and commercial trade sites; additional digital tactics such as search engine marketing and retargeting; in addition, advertised on LinkedIn to appropriate members within the industry
- Customized e-newsletters to targeted sectors with associated sales rep for each sector
- Direct mail
- Sponsorship of major association events and initiatives including Race to Reduce, BOMA, CME, ORHMA, etc.
- Outreach activities at top industry events
- Ally/channel information and training sessions
- Marketing materials to support sales and partners/channel/allies (includes sale sheets, press releases, presentations, website)
- Lead generation through outbound calling to secure appointments for sales team

Business Program Highlights and Observations:

- Leveraged important LDC key account relationships to actively promote CDM incentive programs with senior management
- Offered Roving Energy Manager services to key accounts as a means of advancing important energy efficiency projects
- Worked closely with important sector associations and sponsorships to promote CDM programs to member organizations
- Provided training workshops and seminars to promote CDM Programs and key energy saving technologies
- Collaborated with IESO Energy Efficiency Service Provider (EESP) initiative to increase program participation in retail and hospitality sectors
- Continued ARI initiative to assist in the outreach and delivery of program solutions while sharing the administrative burden in managing a larger number of smaller projects
- Actively participated in IESO Commercial and Institutional Program Work Groups to enhance and streamline programs
- Managed pilot programs facilitated through IESO’s Conservation Fund as initial steps toward new provincial program design

2.2.1 Equipment Replacement Incentive Initiative ("ERII")

Objectives: To offer incentives to business customers to encourage investment in more energy efficient equipment including lighting, space cooling, ventilation, controls and various other measures.

Description: Incentives are offered for projects where equipment and systems will be replaced with more efficient alternatives. Typical target segments for this initiative include commercial, retail, hospitality and entertainment, municipal, academic, health care, other institutional and multi-residential facilities. Applications can be submitted using one of three possible incentive streams - prescriptive, engineered, or custom.

Delivery: Toronto Hydro developed a comprehensive front, middle and back office system to support this initiative. Technical energy consultants and roving energy managers were hired to target all market sectors promoting ERII and assisting customers to identify energy savings opportunities and submit applications. Toronto Hydro also contracted with the City of Toronto Better Buildings Partnership as its channel partner in the municipal, academic, social, and health care sectors to leverage long-standing relationships in those markets.

Participation: 2,258 projects

Spending: $27,231,451

Results & Evaluation: Net peak demand savings = 17,203 kW

Net energy savings = 108,072,798 kWh

Additional Comments: Toronto Hydro and other LDCs continued to collaborate with the IESO to enhance the program through the Change Management process. Observed project sizes were smaller while the number of applications has risen relative to prior years and earlier generation programs. This created a more challenging sales and back office processing environment. The program was modified to allow the capture of unplanned (emergency breakdown) rooftop unit replacement work in the unitary air conditioning distributor market that was largely disinterested in prior years with positive results. In addition, work began to extend and simplify the program into 2015.

2.2.2 Direct Install Lighting

Objectives: Offer up to $1,500 for the installation of eligible lighting and water heating measures in commercial, institutional, agricultural and multi-family buildings.

Description: This initiative offers turn-key lighting and electric hot water insulation measures with a value of up to $1,500 at no cost to qualifying small businesses. In addition, standard prescriptive incentives are available for eligible equipment beyond the $1,500 limit.

Delivery: Participants enrol directly with a Toronto Hydro contracted representative who manages the audit, installations and incentive administration. This initiative is reaching market saturation as it has been in market, albeit under a different name, for five years and was well-received by the market. Because most eligible participants have already been contacted, or have participated in the initiative, the numbers are expected to decline. Toronto Hydro had been working with the IESO and other LDCs to refine the legal definition of eligible participant to include those inadvertently excluded, and to increase the incentive cap to attract more participants. To a limited extent, these changes influenced the 2014 participation rate.

Participation: 2,757 projects

Spending: $4,023,137

Results & Evaluation: Net peak demand savings = 2,337 kW

Net energy savings = 8,740,393 kWh

Additional Comments: The program has reached the point of diminishing returns. A replacement program is under design for launch in the new framework.

2.2.3 Existing Building Commissioning Incentive

Objective: To offer incentives for optimizing (but not for replacing) existing chilled water systems for space cooling in non-residential facilities for the purpose of achieving implementation phase energy savings, implementation phase demand savings, or both.

Description: LDC-delivered. Toronto Hydro launched the initiative through its front-line technical energy consultants to large commercial and institutional segments.

Participation: 2 buildings

Spending: $619,406

Results & Evaluation: Net peak demand savings = 798 kW

Net energy savings = 1,246,590 kWh

Additional Comments: Though customer response and participation were limited to a total of only 15 applications through the first three years, the initiative saw a significant increase in participant uptake in 2014, with a total of 21 new applications. In addition, Toronto Hydro approved the Completion Phase of a second project, while 7 other participants were approved to proceed with the Implementation Phase.

Previous customer feedback indicated that the initiative was administratively complex and the rules were inflexible relative to the potential incentive available. To address these issues a number of revisions were made to the schedule to increase program effectiveness; examples include more inclusive customer eligibility criteria, the allowance of minor equipment replacement, and a reduction in the system monitoring period from 60-days to 30-days in most cases.

2.2.4 New Construction and Major Renovation Incentive (High Performance New Construction)

Objectives: To encourage builders of commercial, institutional, and industrial buildings (including multi-family buildings and agricultural facilities) to design and build new buildings with more energy-efficient equipment and systems for lighting, space cooling, ventilation and other measures.

Description: The initiative provides incentives for new buildings to exceed existing codes and standards for energy efficiency. The initiative uses both a prescriptive and custom approach.

Delivery: LDCs deliver the program to customers and design decision makers. This initiative was a continuation of the High Performance New Construction initiative delivered by the City of Toronto under contract with the IESO, which ended in December 2010. Toronto Hydro re-contracted with the City's Energy Efficiency Office/Better Buildings Partnership as its delivery channel.

Participation: 19 buildings

Spending: $1,290,571

Results & Evaluation: Net peak demand savings = 901 kW

Net energy savings = 2,494,179 kWh

Additional Comments: This program is affected by the very long lead times, design and construction periods associated with new building construction. Moreover, this is accentuated in Toronto given the often very large scale projects undertaken. Consequently, results for many projects will be realized beyond the end date of the current CDM program.

Program benefited from changes made in late 2013 to allow customers to enter into binding agreements prior to application under the program (e.g. with a consultant to model building options) provided that evidence of an "intent to apply" existed. This alleviated the need for participants to provide onerous project details somewhat prematurely at the time of application since many details only solidify nearer to project completion.

2.2.5 Energy Audit

Objectives: Offer incentives to owners and lessees of commercial, institutional, multi-family buildings and agricultural facilities to undertake energy audit assessments to identify all possible energy saving opportunities and help reduce demand and consumption.

Description: This initiative provides participants incentives for the completion of facility energy audits of electricity consuming equipment. Energy audits include development of energy baselines, use assessments and performance monitoring and reporting.

Delivery: LDC-delivered. The initiative was fully marketed through Toronto Hydro front-line technical energy consultants. The initial primary focus was on whole-building energy audits for large commercial and multi-residential customers.

Participation: 168 audits

Spending: $1,657,471

Results & Evaluation: Net peak demand savings = 2,246 kW

Net energy savings = 10,965,960 kWh

Additional Comments: In the first three years of the program, 518 applications were received, which resulted in a total of 306 completed audits. In 2014, Toronto Hydro received 191 new applications, while an additional 180 projects were approved for completion. It is estimated that over 60% of completed audits lead to a Retrofit application.

The joint work between Toronto Hydro and the IESO resulted in the introduction of the Detailed Analysis of Non-Capital Intensive Measures (DANCIMs) audits, which are now referred to as a Building System Audits (BSAs). Toronto Hydro continued to work with distribution channels to uncover opportunities in markets like the condominium and industrial sectors, with BSAs primarily focusing on booster pump retrofits and compressed air system optimization. Since the addition of the BSA component in September 2012, approximately 25% of participants have conducted BSAs, while in 2014 the portion was close to 30%. Furthermore, BSAs have a 15% higher rate of conversion to retrofit projects than other audits, which reinforces the soundness of the original program design.

2.3 Industrial Program – Industrial Market

The industrial sector represents approximately 13% of the total electricity consumption in Toronto. The key types of manufacturing in this sector (plastics/rubber, chemical, and food) together comprise 47% of the peak demand and 51% of the electricity consumption. However, economic pressure on industrial customers has resulted in the total industrial load declining by almost 13% since 2008. The rate of industrial decline has since slowed, but this sector is expected to continue to experience a decline due to a number of macro and micro economic factors that make industrial production more effective in other jurisdictions.

The Industrial Program has a number of initiatives that are designed specifically to meet the requirements of this sector including stringent investment criteria (i.e. short payback periods), lack of resources and limited understanding of energy use within industrial facilities. After extensive efforts by the IESO and participating LDCs, the program schedules were released and signed May 31, 2011. Of the initiatives offered, Demand Response 3 was in market prior to the launch of the schedules, as this program existed prior to the IESO Programs and is delivered by the IESO via existing contracts with load aggregators.

The initiatives in this sector include:

- Process & System Upgrades Initiative ("PSUI")
- Monitoring and Targeting ("M&T")
- Energy Manager
- Demand Response 1 (cancelled)
- Demand Response 3 (on hold)

To-Market Strategy

Targeted marketing included the use of media, customer outreach and specific marketing tactics focused on the General Manufacturing, Plastics and Food & Beverage. With over 2.5 million impressions generated from a variety of tactics including radio, electronic newsletters and outdoor billboards in industrial neighbourhoods. Toronto Hydro also hosted customer-training sessions and conducted outbound calling to secure appointments with Industrial customers. Additional efforts to provide support services to the mid and small sized customers were launched to increase participation in this segment.

Industrial Program Highlights and Observations:

- Capability funding for Embedded Energy Managers has met with strong customer interest
- LDCs hired Roving Energy Managers and Key Account Managers to bolster their forces that serve this sector
- All industrial energy efficiency work is being completed under the ERII program, due to the complexity of the PSUI program
- Renewal of Demand Response 3 contracts with the aggregators solicited strong market interest, but this was countered by the IESO not offering any new capacity, which effectively ended this program
- There is growing interest in cogeneration projects under the PSUI program. These projects were initially part of the PSUI program, but then placed on hold until late 2013. However, these projects have extensive lead times, so are not expected to have any impact on the 2011 to 2014 results.

Many of the issues raised in the first year of the program remain unresolved including customer non-acceptance of the legal agreements – customer feedback indicates that they are reluctant to participate because of the onerous long term commitments for reporting and project performance. Customer

feedback has also indicated that many participants are opting to receive a lower level of incentives via the ERII initiative in order to avoid the longer term commitments.

2.3.1 Process & System Upgrades Initiative ("PSUI")

Objectives: Offer capital and enabling incentives to assist with CDM investment in large complex and capital intensive projects, as well as increase the capability of customers to implement energy management and system optimization projects.

Description: PSUI is an energy management initiative that includes a preliminary engineering study ("PES"), a detailed engineering study ("DES"), and a project incentive. The incentives are available to large customers with projects that are expected to generate at least 350 MWh of annualized electricity savings or, in the case of Micro-Projects, 100 MWh of annualized electricity savings.

Delivery: LDC delivered with key account management support in some cases. This initiative was fully marketed through Toronto Hydro front-line technical energy consultants.

Participation: N/A

Spending: $432,113

Results & Evaluation: N/A

Additional Comments: Toronto Hydro has continued to see an increased interest under the PSUI program with the eligibility of natural gas cogeneration projects being restored. At this time there are several projects with significant demand reductions being studied and under development for 2015 and beyond.

Participation in the Preliminary Engineering Study and Detailed Engineering Study initiatives has continued to increase in support of the Combined Heat and Power ("CHP") program as well as increased interest in industrial refrigeration studies. CHP project incentives are being applied for through the PSUI program, but other studies remain as a resource to develop projects to apply under ERII.

Changes have been made in contractual requirements of the PSUI program, but major improvements are required for this program to have the level of participation seen in ERII.

2.3.2 Monitoring and Targeting ("M&T")

Objectives: Offers access to funding for the installation of M&T systems in order to deliver a minimum savings target at the end of 24 months to be sustained for the term of the M&T agreement.

Description: Initially targeted at industrial processes and large commercial/institutional chilled water systems (>15 GWh), this initiative offers customers funding for the installation of M&T systems to help understand how their energy consumption might be reduced. During the course of 2012, changes were made through the IESO Change Management process to remove the 15GWh size limit. A facility energy manager, who regularly oversees energy usage, will be able to use historical energy consumption performance to analyze and set targets.

Delivery: LDC delivered with key account management support, in some cases.

Participation: N/A

Spending: $201,134

Results & Evaluation: N/A

Additional Comments: This initiative has not been successful due to the length of the commitment required in the Participant Agreement. For the most part, interested customers have pursued the initiative through the ERII program, as M&T is now an eligible measure in that program stream. There have been a few M&T applications made under PSUI but to date none have gone forward. However, M&T has become an area of renewed interest for industrial and commercial customers to track and control energy costs. With less demanding program requirements it is expected that there would be an increase in participation.

2.3.3 Energy Manager

Objectives: To provide customers and LDCs the opportunity to access funding for the engagement of energy managers in order to help deliver a minimum annual savings target.

Description: Targeted at large industrial or commercial customers (typically > 5 MW in aggregate), this initiative provides customers the opportunity to access funding to engage an on-site, full time embedded energy manager ("EEM"), or an off-site roving energy manager ("REM") who is engaged by the LDC. The role of the EEM or REM is to take control of the facility's energy use by monitoring performance, leading awareness programs, and identifying opportunities for energy consumption improvement, and spearheading projects. Participants are funded 80% of the EEM's salary plus 80% of the EEM actual reasonably incurred expenses. Each EEM/REM has an annual target of 300 kW of demand reduction and a related consumption target (0.3MW x Load Factor x 8760) from one or more facilities.

Delivery: LDC delivered with key account management support, in some cases. Toronto Hydro was the first LDC to apply for REM and EEM funding and worked with the IESO on the allocation methodology. Toronto Hydro hired six REMs that were allotted and customers received approval for thirteen EEMs and all were in place in 2014.

Participation: 73 projects

Spending: $2,122,156

Results & Evaluation: Net peak demand savings = 968 kW

Net energy savings = 8,563,007 kWh

Additional Comments: Both the EEM and REM program continued to be extremely effective with most EEMs and REMs exceeding their targets. In many of the organizations, the longer the EEMs are in their roles the greater their influence in decisions and awareness of customer directions. Energy use considerations brought forward by EEMs are now part of the decision making process for new processes and technologies being considered by many customers.

Training and information sessions continued to add to the effectiveness of the Energy Managers as well as the benefit of collaboration of the group meetings.

Several of the REMs and EEMs were involved in the Continuous Energy Improvement Pilot which provided a different approach to Energy Management focusing on policy and operational improvements of facilities.

A replacement program for EEMs is under design for launch after the 2011 to 2014 programs end.

2.3.4 Demand Response ("DR") 3

Objectives: To build capacity and compensate DR 3 participants for making electricity demand capacity available during a demand response event.

Description: The DR 3 initiative is a contractual resource that is an economic alternative to the procurement of new generation capacity. DR 3 comes with specific contractual obligations requiring participants to reduce their use of electricity relative to a baseline when called upon to do so by the IESO. This initiative makes payments for participants to be on standby and payments for the actual demand reduction provided during a demand response event. Participants are required to be on standby for approximately 1,600 hours per calendar year for possible dispatch of up to 100 hours within that year.

Delivery: DR 3 is delivered by DR aggregators, under contract to the IESO. The IESO administers contracts with all DRPs and direct participants that provide in excess of 5 MW of demand response capacity. The IESO provides administration including settlement, EM&V, and dispatch. LDCs are responsible for outreach and marketing efforts. The LDC's role is to promote this initiative to customers and work with DR aggregators.

Participation: 44 facilities for commercial
36 facilities for industrial

Spending: $130,619

Results & Evaluation: Net peak demand savings for commercial = 4,966 kW

Net energy savings for commercial = 0 kWh

Net peak demand savings for industrial = 25,531 kW

Net energy savings for industrial = 0 kWh

Additional Comments: The DR 3 program was on hold throughout 2014 as the IESO chose not to add any additional capacity blocks for the aggregators, which effectively ended any efforts to expand savings in this program. This resulted in a significant impact on 2014 results as there were a number of customers that had committed to participate, but their contracts could not be finalized with the aggregators. Since this was not communicated in advance, there was considerable customer dissatisfaction as they had committed extensive time and effort into determining how they could participate in the program.

2.4 Home Assistance Program ("HAP")

Objectives: To help low-income customers reduce electricity consumption and better manage their electricity bills through education and free installation of energy efficiency measures.

Description: This is a turnkey initiative for income qualified customers. It offers residents the opportunity to take advantage of the free installation of energy efficient measures such as lighting and appliance upgrades, that improve the comfort of their home, increase efficiency, and help them manage electricity costs. All eligible customers receive a "Basic and Extended Measures Audit," to determine eligible conservation measures, while customers with electric heating also receive a Weatherization Audit and are eligible for additional insulation and draft proofing. All participants receive information on energy conservation.

Delivery: LDC-led outreach and marketing with a delivery agent under contract to provide audit, direct install and customer care services

Participation: 3,698 homes

Spending: $3,159,408

Results & Evaluation: Net peak demand savings = 227 kW

Net energy savings = 2,324,011 kWh

Additional Comments:

i) A new community-based outreach strategy was implemented in 2014, targeting low income neighbourhoods and social service agencies to increase program awareness and referrals. The HAP Outreach Co-ordinator delivered a total of 184 workshops for low-income customers and agencies while providing training for front-line case workers and application support for customers. Through workshops and booths at various community events, the Outreach Co-ordinator also shared information on all CDM residential programs, TOU rates, emergency preparedness and online services for customers such as the equalized payment plan.

ii) Toronto Hydro worked closely with its HAP Delivery Agent and Toronto Community Housing (TCH) to co-ordinate audits and retrofits for the remaining eligible units in the TCH portfolio. A total of 4,903 TCH units were retrofitted in 2014, generating estimated annual savings of $345,000.

ii) Toronto Hydro continued to lead the IESO-LDC low-income working group and evolution of the HAP under the Conservation First Framework. The working group completed an extensive review of all Program Rules and the eligible measures list, consulted with LDCs, program delivery agents and other stakeholders and developed the business case to support recommendations for 2015 – 2020 program enhancements. The business case was submitted to the IESO for review on December 17, 2014.

2.5 The Adjustments to the 2011, 2012 and 2013 Verified Results

True-up analysis and reporting for the previous year's verified results is shown in Table 2 below. This true-up process ensures that energy and demand savings are properly categorized in the year that they were achieved and that any omissions and/or errors identified after the release of the 2011, 2012 and 2013 Final Results Reports are properly accounted for and reported.

Table 2: Adjustments to Toronto Hydro's 2011, 2012, and 2013 Verified Results due to Errors or Omissions

Initiative	Unit	Incremental Activity (new program activity occurring within the specified reporting period)				Net Incremental Peak Demand Savings (kW) (new peak demand savings from activity within the specified reporting period)				Net Incremental Energy Savings (kWh) (new energy savings from activity within the specified reporting period)				Program-to-Date Verified Progress to Target (excludes DR)	
														2014 Net Annual Peak Demand Savings (kW)	2011-2014 Net Cumulative Energy Savings (kWh)
		2011*	2012*	2013*	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014	2014
Consumer Program															
HVAC Incentives	Equipment	-3,162	366	751		-862	74	162		-1,571,588	147,183	285,189		-626	-5,274,423
Conservation Instant Coupon Booklet	Items	1,051	0	134		2	0	0		35,278	0	3,017		2	147,147
Bi-Annual Retailer Event	Items	10,471	0	0		14	0	0		279,429	0	0		14	1,117,715
Residential New Construction	Homes	0	0	148		0	0	67		0	0	384,522		67	769,044
Consumer Program Total						**-847**	**74**	**229**		**-1,256,881**	**147,183**	**672,728**		**-543**	**-3,240,518**
Business Program															
Retrofit	Projects	54	189	217		905	2,094	1,930		4,543,720	12,220,543	13,087,648		4,857	80,747,254
Direct Install Lighting	Projects	25	21	0		32	48	0		78,682	164,080	0		72	781,802
New Construction	Buildings	0	2	9		0	89	126		0	222,337	216,624		215	1,100,257
Energy Audit	Audits	19	17	26		103	104	230		501,568	507,424	1,263,415		437	6,055,373
Business Program Total						**1,040**	**2,336**	**2,285**		**5,123,970**	**13,114,383**	**14,567,687**		**5,581**	**88,684,686**
Industrial Program															
Energy Manager	Projects	0	31	40		0	416	549		0	3,694,515	7,084,973		1,059	23,533,569
Industrial Program Total						**0**	**416**	**549**		**0**	**3,694,515**	**7,084,973**		**1,059**	**23,533,569**
Home Assistance Program															
Home Assistance Program	Homes	0	70	255		0	13	40		0	77,307	297,020		52	814,997
Home Assistance Program Total						**0**	**13**	**40**		**0**	**77,307**	**297,020**		**52**	**814,997**
Pre-2011 Programs completed in 2011															
Toronto Comprehensive	Projects	0	15	4		0	672	185		0	4,523,517	1,324,388		857	16,219,327
Pre-2011 Programs completed in 2011 Total						**0**	**672**	**185**		**0**	**4,523,517**	**1,324,388**		**857**	**16,219,327**
Other															
Program Enabled Savings	Projects	1	5	5		390	354	1,008		164,800	6,621,254	6,265,936		1,752	33,054,834
Other Total						**390**	**354**	**1,008**		**164,800**	**6,621,254**	**6,265,936**		**1,752**	**33,054,834**
Adjustments to 2011 Verified Results						**584**				**4,031,889**				**576**	**16,103,797**
Adjustments to 2012 Verified Results							**3,865**				**28,178,159**			**3,755**	**83,804,606**
Adjustments to 2013 Verified Results								**4,295**				**30,212,733**		**4,427**	**59,158,490**
Total Adjustments to Previous Years' Verified Results						**584**	**3,865**	**4,295**		**4,031,889**	**28,178,159**	**30,212,733**		**8,758**	**159,066,894**

3 Summary of Program Results

The following sections provide the detailed IESO Program results, both annually and cumulatively, at the initiative level. The evaluation findings for the IESO Programs are provided in Appendix A.

3.1 Program Results

Table 3 below summarizes the annual results since 2011, including participation, net peak demand savings, and net energy savings. It has been extracted from the 2014 verified results report released by the IESO on September 1, 2015. As per the IESO reporting standards, activity and savings for Demand Response resources (i.e. ***peaksaver PLUS®*** and DR 3) for each year represent the savings from all active facilities or devices contracted since January 1, 2011.

Table 3: Toronto Hydro Initiative and Program Level Savings by Year

Initiative	Unit	Incremental Activity (new program activity occurring within the specified reporting period)				Net Incremental Peak Demand Savings (kW) (new peak demand savings from activity within the specified reporting period)				Net Incremental Energy Savings (kWh) (new energy savings from activity within the specified reporting period)				Program-to-Date Verified Progress to Target (excludes DR)	
														2014 Net Annual Peak Demand Savings (kW)	2011-2014 Net Cumulative Energy Savings (kWh)
		2011*	2012*	2013*	2014	2011	2012	2013	2014	2011	2012	2013	2014	2014	2014
Consumer Program															
Appliance Retirement	Appliances	6,088	2,802	1,541	1,779	349	161	100	119	2,343,820	1,091,609	656,268	769,938	698	14,703,806
Appliance Exchange	Appliances	549	580	397	461	52	83	82	96	57,879	143,607	146,668	170,312	273	1,090,754
HVAC Incentives	Equipment	16,746	13,413	15,078	16,036	5,674	2,821	3,015	3,292	10,493,166	4,781,806	5,189,758	6,113,138	14,802	72,810,737
Conservation Instant Coupon Booklet	Items	66,320	3,953	44,530	146,689	150	29	66	294	2,439,881	178,941	986,409	3,976,586	539	16,245,750
Bi-Annual Retailer Event	Items	121,855	135,773	120,911	617,468	215	189	151	1,029	3,760,986	3,427,499	2,198,663	15,729,004	1,585	45,452,770
Retailer Co-op	Items	13	0	0	0	0	0	0	0	230	0	0	0	0	919
Residential Demand Response	Devices	1,328	43,149	54,306	68,792	743	22,940	34,491	37,476	1,924	168,943	239,477	896	37,476	411,241
Residential Demand Response (IHD)	Devices	0	23,824	51,736	70,142	0	0	0	0	0	0	0	0	0	0
Residential New Construction	Homes	0	0	198	0	0	0	14	0	0	0	105,822	0	14	211,643
Consumer Program Total						**7,184**	**26,223**	**37,920**	**42,306**	**19,097,886**	**9,792,405**	**9,523,065**	**26,759,874**	**55,388**	**150,927,621**
Business Program															
Retrofit	Projects	636	1,357	1,930	2,258	7,527	15,973	15,424	17,203	43,007,032	80,294,445	90,527,082	108,072,798	55,564	699,298,417
Direct Install Lighting	Projects	3,971	3,519	2,366	2,757	4,903	2,502	2,092	2,337	12,683,558	9,383,020	6,898,480	8,740,393	9,741	93,778,303
Building Commissioning	Buildings	0	0	0	2	0	0	0	798	0	0	0	1,246,590	798	1,246,590
New Construction	Buildings	0	13	12	19	0	151	74	901	0	269,821	407,340	2,494,179	1,126	4,118,321
Energy Audit	Audits	79	93	115	168	0	393	784	2,246	0	1,913,395	4,312,118	10,965,960	3,423	25,330,382
Small Commercial Demand Response	Devices	36	132	145	167	23	84	92	93	84	478	119	319	93	1,001
Small Commercial Demand Response (IHD)	Devices	0	0	89	110	0	0	0	0	0	0	0	0	0	0
Demand Response 3	Facilities	26	28	44	44	1,915	4,413	6,678	4,966	75,010	64,142	98,839	0	4,966	237,991
Business Program Total						**14,369**	**23,516**	**25,144**	**28,542**	**55,765,683**	**91,925,302**	**102,243,979**	**131,520,238**	**75,711**	**824,011,004**
Industrial Program															
Energy Manager	Projects	0	50	66	73	0	785	607	968	0	5,639,289	3,446,706	8,563,007	2,005	30,080,674
Retrofit	Projects	32	0	0	0	522	0	0	0	3,017,532	0	0	0	522	12,070,127
Demand Response 3	Facilities	17	20	28	36	10,024	10,274	24,336	25,531	588,385	247,610	564,746	0	25,531	1,400,741
Industrial Program Total						**10,545**	**11,059**	**24,943**	**26,499**	**3,605,917**	**5,886,899**	**4,011,451**	**8,563,007**	**28,057**	**43,551,542**
Home Assistance Program															
Home Assistance Program	Homes	0	696	2,653	3,698	0	98	122	227	0	790,242	1,620,650	2,324,011	443	7,858,399
Home Assistance Program Total						**0**	**98**	**122**	**227**	**0**	**790,242**	**1,620,650**	**2,324,011**	**443**	**7,858,399**
Pre-2011 Programs completed in 2011															
High Performance New Construction	Projects	0	0	0	0	16	14	0	0	84,494	14,011	0	0	31	380,009
Toronto Comprehensive	Projects	577	15	4	5	15,805	0	0	281	86,964,886	0	0	2,479,840	16,086	350,339,385
Multifamily Energy Efficiency Rebates	Projects	107	0	0	0	1,906	0	0	0	7,400,835	0	0	0	1,906	29,603,338
Pre-2011 Programs completed in 2011 Total						**17,727**	**14**	**0**	**281**	**94,450,215**	**14,011**	**0**	**2,479,840**	**18,022**	**380,322,732**
Other															
Program Enabled Savings	Projects	1	6	7	7	0	0	3,513	4,409	0	0	2,915,337	9,409,889	7,922	15,240,563
Time-of-Use Savings	Homes	0	0	0	n/a	0	0	0	11,794	0	0	0	0	11,794	0
LDC Pilots	Projects	0	0	0	5	0	0	0	192	0	0	0	1,580,297	192	1,580,297
Other Total						**0**	**0**	**3,513**	**16,203**	**0**	**0**	**2,915,337**	**9,409,889**	**19,716**	**15,240,563**
Adjustments to 2011 Verified Results							**178**	**401**	**5**		**3,791,694**	**215,912**	**24,119**	**576**	**16,103,797**
Adjustments to 2012 Verified Results								**1,588**	**2,209**			**14,922,926**	**12,671,360**	**3,755**	**83,804,606**
Adjustments to 2013 Verified Results									**4,427**				**28,945,758**	**4,427**	**59,158,490**
Energy Efficiency Total						**37,120**	**23,199**	**26,046**	**46,184**	**172,254,298**	**107,927,685**	**119,411,301**	**182,635,941**	**129,463**	**1,421,441,184**
Demand Response Total (Scenario 1)						**12,705**	**37,711**	**65,597**	**68,066**	**665,403**	**481,174**	**903,181**	**1,215**	**68,066**	**2,050,973**
Adjustments to Previous Years' Verified Results Total						**0**	**178**	**1,988**	**6,641**	**0**	**3,791,694**	**15,138,838**	**41,641,236**	**8,758**	**159,066,894**
OPA-Contracted LDC Portfolio Total (inc. Adjustments)						**49,825**	**61,088**	**93,631**	**120,891**	**172,919,701**	**112,200,552**	**135,453,320**	**224,278,393**	**206,287**	**1,582,559,051**

3.2 Realization Rate and Net-to-Gross Ratio

In the final results report for 2014, the IESO reported realization rates and net-to-gross ("NTG") ratios for both peak demand savings and energy savings for the 2014 initiatives. For comparison purposes, the realization rates and NTGs from the 2011, 2012 and 2013 final reports are provided in the table below.

Table 4: Realization Rates and NTG Ratios

Initiative	Peak Demand Savings								Energy Savings							
	Realization Rate				Net-to-Gross Ratio				Realization Rate				Net-to-Gross Ratio			
	2011	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014	2011	2012	2013	2014
Consumer Program																
Appliance Retirement	1.00	1.00	n/a	n/a	0.49	0.46	0.42	0.42	1.00	1.00	n/a	n/a	0.50	0.47	0.44	0.44
Appliance Exchange	1.00	1.00	1.00	1.00	0.52	0.52	0.53	0.53	1.00	1.00	1.00	1.00	0.52	0.52	0.53	0.53
HVAC Incentives	1.00	1.00	n/a	1.00	0.60	0.50	0.48	0.51	1.00	1.00	n/a	1.00	0.60	0.49	0.48	0.51
Conservation Instant Coupon Booklet	1.00	1.00	1.00	1.00	1.14	1.00	1.11	1.64	1.00	1.00	1.00	1.00	1.11	1.05	1.13	1.66
Bi-Annual Retailer Event	1.00	1.00	1.00	1.00	1.13	0.91	1.04	1.74	1.00	1.00	1.00	1.00	1.10	0.92	1.04	1.75
Retailer Co-op	1.00	n/a	n/a	n/a	0.68	n/a	n/a	n/a	1.00	n/a	n/a	n/a	0.68	n/a	n/a	n/a
Residential Demand Response	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Residential New Construction	n/a	n/a	0.75	n/a	n/a	n/a	0.63	n/a	n/a	n/a	2.85	n/a	n/a	n/a	0.63	n/a
Business Program																
Retrofit	0.98	0.92	0.91	0.85	0.69	0.72	0.71	0.71	1.02	0.98	0.97	0.97	0.72	0.74	0.72	0.72
Direct Install Lighting	1.08	0.69	0.82	0.78	0.93	0.94	0.94	0.94	0.90	0.85	0.84	0.83	0.93	0.94	0.94	0.94
Building Commissioning	n/a	n/a	n/a	1.91	n/a	n/a	n/a	1.00	n/a	n/a	n/a	1.16	n/a	n/a	n/a	1.00
New Construction	n/a	1.00	0.59	0.69	n/a	0.49	0.54	0.54	n/a	1.00	0.97	0.80	n/a	0.49	0.54	0.54
Energy Audit	n/a	n/a	1.02	0.96	n/a	n/a	0.66	0.68	n/a	n/a	0.97	1.00	n/a	n/a	0.66	0.67
Small Commercial Demand Response	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Demand Response 3	0.76	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Industrial Program																
Energy Manager	n/a	1.13	0.90	0.91	n/a	0.90	0.90	0.90	n/a	1.13	0.90	0.96	n/a	0.90	0.90	0.90
Demand Response 3	0.84	n/a	n/a	n/a	n/a	n/a	n/a	n/a	1.00	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Home Assistance Program																
Home Assistance Program	n/a	0.41	0.84	0.51	n/a	1.00	1.00	1.00	n/a	1.00	0.87	0.77	n/a	1.00	1.00	1.00
Pre-2011 Programs completed in 2011																
High Performance New Construction	1.00	1.00	1.00	1.00	0.50	0.50	0.50	0.50	1.00	1.00	1.00	1.00	0.50	0.50	0.50	0.50
Toronto Comprehensive	1.33	n/a	n/a	n/a	0.41	n/a	n/a	n/a	1.15	n/a	n/a	n/a	0.41	n/a	n/a	n/a
Multifamily Energy Efficiency Rebates	0.99	n/a	n/a	n/a	0.69	n/a	n/a	n/a	0.99	n/a	n/a	n/a	0.69	n/a	n/a	n/a
Other																
Program Enabled Savings	n/a	n/a	1.00	0.94	n/a	n/a	1.00	1.00	n/a	n/a	1.00	0.94	n/a	n/a	1.00	1.00

3.3 Program Spending

Table 5 and Table 6 summarize the total spending by initiative that Toronto Hydro has incurred in 2014 and cumulatively since 2011. It is detailed by the Program Administration Budget ("PAB"), Participant Based Funding ("PBF"), Participant Incentive ("PI") and Capability Building Funding (CBF).

Table 5: Summary of Toronto Hydro Spending in 2014 for IESO Programs

CDM Program Initiatives	PAB	PBF	PI	CBF	Total
Consumer Program	$ 2,407,391	$ 5,663,672	$ -	$ -	**$ 8,071,063**
Appliance Retirement	$ 253,417				**$ 253,417**
Appliance Exchange	$ 56,357				**$ 56,357**
HVAC Incentive	$ 401,401				**$ 401,401**
Conservation Instant Coupon Booklet					**$ -**
Bi-Annual Retailer Event	$ 560,656				**$ 560,656**
Residential & Small Commercial Demand Response	$ 1,111,262	$ 5,663,672			**$ 6,774,934**
Residential New Construction	$ 24,298				**$ 24,298**
Business Program	$ 7,372,001	$ 667,855	$26,782,180	$ -	**$34,822,036**
Equipment Replacement Incentive	$ 5,976,423		$21,255,028		**$27,231,451**
Direct Install Lighting	$ 484,075	$ 667,855	$ 2,871,207		**$ 4,023,137**
Existing Building Commissioning Incentive	$ 249,938		$ 369,469		**$ 619,406**
New Construction & Major Renovation Incentive	$ 315,723		$ 974,848		**$ 1,290,571**
Energy Audit	$ 345,843		$ 1,311,628		**$ 1,657,471**
Industrial Program	$ 712,804	$ -	$ 134,992	$2,038,225	**$ 2,886,021**
Process & System Upgrades	$ 297,121		$ 134,992		**$ 432,113**
Monitoring & Targeting	$ 201,134				**$ 201,134**
Energy Manager	$ 83,931			$2,038,225	**$ 2,122,156**
DR 1					**$ -**
DR 3	$ 130,619				**$ 130,619**
Home Assistance Program	$ 887,957	$ 2,271,451			**$ 3,159,408**
Total Spending	**$ 11,380,154**	**$ 8,602,978**	**$26,917,173**	**$2,038,225**	**$48,938,529**

Table 6: Summary of Toronto Hydro Cumulative Spending Since 2011 for IESO Programs

CDM Program Initiatives	PAB	PBF	PI	CBF	Total
Consumer Program	$11,188,931	$20,319,971	$ 22,900	$ -	**$ 31,531,802**
Appliance Retirement	$ 1,657,960	$ -	$ -	$ -	**$ 1,657,960**
Appliance Exchange	$ 297,044	$ -	$ -	$ -	**$ 297,044**
HVAC Incentive	$ 1,998,311	$ -	$ -	$ -	**$ 1,998,311**
Conservation Instant Coupon Booklet	$ 448,855	$ -	$ -	$ -	**$ 448,855**
Bi-Annual Retailer Event	$ 1,735,883	$ -	$ -	$ -	**$ 1,735,883**
Residential & Small Commercial Demand Response	$ 4,280,671	$20,319,971	$ 22,900	$ -	**$ 24,623,542**
Residential New Construction	$ 611,922	$ -	$ -	$ -	**$ 611,922**
Midstream Electronics	$ 47,131	$ -	$ -	$ -	**$ 47,131**
Midstream Pool Equipment	$ 47,080	$ -	$ -	$ -	**$ 47,080**
Home Energy Assessment Tool	$ 64,072	$ -	$ -	$ -	**$ 64,072**
Business Program	$21,774,434	$ 3,453,374	$63,244,389	$ 658,203	**$ 89,130,400**
Equipment Replacement Incentive	$15,633,828	$ -	$46,981,222	$ -	**$ 62,615,051**
Direct Install Lighting	$ 1,792,273	$ 3,453,374	$12,852,771	$ -	**$ 18,098,418**
Existing Building Commissioning Incentive	$ 1,163,414	$ -	$ 405,379	$ -	**$ 1,568,794**
New Construction & Major Renovation Incentive	$ 1,440,164	$ -	$ 1,148,848	$ -	**$ 2,589,012**
Energy Audit	$ 1,603,222	$ -	$ 1,856,167	$ 658,203	**$ 4,117,592**
Direct Service Space Cooling	$ 141,534	$ -	$ -	$ -	**$ 141,534**
Industrial Program	$ 3,157,827	$ -	$ 134,992	$4,691,265	**$ 7,984,085**
Process & System Upgrades	$ 1,399,191	$ -	$ 134,992	$ 392,043	**$ 1,926,226**
Monitoring & Targeting	$ 443,015	$ -	$ -	$ -	**$ 443,015**
Energy Manager	$ 256,180	$ -	$ -	$4,299,222	**$ 4,555,402**
DR 1	$ 178,288	$ -	$ -	$ -	**$ 178,288**
DR 3	$ 881,153	$ -	$ -	$ -	**$ 881,153**
Home Assistance Program	$ 2,083,559	$ 2,271,451	$ 1,230,271	$ -	**$ 5,585,281**
Pre-2011 CDM Programs	$ -	$ -	$ 1,853,496	$ -	**$ 1,853,496**
Total Spending	**$38,204,752**	**$26,044,796**	**$66,486,048**	**$5,349,469**	**$ 136,085,064**

The cumulative spending in Table 6 includes the expenditures associated with the planning activities for initiatives that were not launched (i.e. Midstream Electronics, Midstream Pool Equipment, Direct Service Space Cooling and Home Assistance) and excludes participant incentives for the Consumer Program (other than Residential DR), DR 1 and DR 3, which were paid directly by the IESO to participants.

Pre-2011 CDM Program spending is for participant incentives paid by the IESO in 2011. The IESO manages and controls the complete financial reporting for the province-wide programs.

4 Combined CDM Reporting Elements

4.1 Progress Towards CDM Targets

A summary of Toronto Hydro's progress towards meeting its CDM targets is provided in the tables below. The data comes from the 2014 Final Verified Results Report released by the IESO on September 1, 2015.

Table 7: Net Peak Demand Savings at the End User Level (MW)

Implementation Period	Annual			
	2011	2012	2013	2014
2011 - Verified	49.8	37.1	36.7	35.2
2012 - Verified†	0.2	61.1	23.1	22.7
2013 - Verified†	0.4	2.0	93.6	27.5
2014 - Verified†	0.0	2.3	6.6	120.9
Verified Net Annual Peak Demand Savings Persisting in 2014:				206.3
Toronto Hydro-Electric System Limited 2014 Annual CDM Capacity Target:				286.3
Verified Portion of Peak Demand Savings Target Achieved in 2014 (%):				72.1%

The decline in demand savings noted in 2014 in Table 7 above for the years 2011 – 2013 is due to demand savings persistence with regard to ***peaksaver*PLUS** and DR 3 contracts (IESO Scenario 1) which are now included in the 2014 period results.

Table 8: Net Energy Savings at the End-User Level (GWh)

Implementation Period	Annual				Cumulative
	2011	2012	2013	2014	2011-2014
2011 - Verified	172.9	172.1	171.0	166.9	683.0
2012 - Verified†	3.8	112.2	110.8	109.4	336.3
2013 - Verified†	0.2	15.1	135.5	131.4	282.3
2014 - Verified†	0.0	13.3	43.49	224.3	281.1
Verified Net Cumulative Energy Savings 2011-2014:					1,582.6
Toronto Hydro-Electric System Limited 2011-2014 Annual CDM Energy Target:					1,304.0
Verified Portion of Cumulative Energy Target Achieved in 2014 (%):					121.4%

4.2 Conclusion

Over the 2011-2014 timeframe of the current CDM framework, the LDC community and the IESO have worked collaboratively to implement many improvements to the existing programs to help overcome operational and structural issues that had previously limited program effectiveness across all market sectors. These changes contributed to an improved delivery of the IESO Program initiatives in the latter years of the framework, particularly those in the business sector.

Over the same timeframe, Toronto Hydro's CDM team has continued to increase its effectiveness, efficiency, and productivity in all aspects of CDM program development, marketing, and delivery. These efforts have resulted in Toronto Hydro exceeding its 2011-2014 CDM framework target for energy savings by 21%. However, despite improvements to existing programs and the development of new programs, Toronto Hydro had a shortfall in meeting its demand savings target, which was identified in its outlook projections in previous annual reports. This was primarily due to the delay (and in some cases the absence) of a full suite of program initiatives available in 2011, the length of time to overcome the slow process in adopting program changes and develop new province-wide programs, and the IESO's timeline for the release of the TOU program results in 2015. Toronto Hydro's results were also negatively impacted by significant policy changes in both the demand response program and the freeze on approving cogeneration projects until late 2013. Nonetheless, Toronto Hydro's results alone represent 22% of the total provincial energy demand savings and 24% of the provincial energy savings target, significantly contributing to the province's energy conservation efforts.

Toronto Hydro remains committed to providing conservation programs as a means for customers to manage their energy costs and support the province in achieving its conservation goals. As such, Toronto Hydro continues to market and aggressively pursue conservation results in 2015 during the transition to the new Conservation First Framework (CFF) that will be in effect over 2015-2020. In addition, Toronto Hydro continues to actively work on the finalization of the CFF by collaborating with other electric and gas utilities and working with the IESO to ensure a seamless transition and an effective and efficient CDM program framework.

Appendix A: Evaluation Findings for the IESO Programs

The Key Evaluation findings are derived from the 2014 evaluations of the saveONenergy programs. These findings were developed by 3rd party evaluation contractors. Complete findings are detailed in the contractors' full evaluation reports, which will be available publicly in Q4 2015.

CONSUMER INITIATIVES

Appliance Retirement

- Participation increased slightly to 22,563 (7.7%) in 2014 compared with 20,952 in 2013.
- Since 2011, the overall Initiative participation has decreased nearly 60%.
- The greatest decrease was seen in the number of refrigerators collected year-over-year.
- Of all appliances collected, refrigerators and freezers remain the most dominate measures accounting for 90%. However, window AC units and dehumidifiers saw a marked increase of 29.6% and 27% respectively in 2014.
- Net to gross ratio (NTG) increased slightly to 47% compared to 43% as reported for 2013 and 2012 program years.

Appliance Exchange

- Participation in 2014 increased by 6.5% to 5,685 appliances from 5,337 compared to 2013
- Per-unit savings has increased by 36.6% as ENERGY STAR criteria increases and more participants purchase ENERGY STAR replacements appliances. This resulted in a 6.5% increase in Net Energy & Demand savings.
- Net to Gross ratio (NTG) remained unchanged from 2013 at 52.6%

HVAC

- In 2014 net savings increased by 20% from 2013 and overall participation increased by 17% to 113,002 compared to 2013
- The ECM measure has remained the dominant source of savings since 2011
- Per unit furnace savings increased 12.7% due to a shift in the number of participants who use their furnace fan continuously both before and after the retrofit
- Per unit energy and demand savings assumptions for central air conditioners decreased by 56% due to reduced run hours
- Net to Gross ratio (NTG) remained unchanged from 2013 at 48%

Annual Coupons

- Customers redeemed more than five times as many annual coupons in 2014 as in 2013. In total, approximately 500,000 Annual Coupons were redeemed in 2014 with 110,000 being LDC Coded Coupons.
- There was a further reduction in savings for lighting measures from changes in the baseline due to the phase out of 72W and 100W incandescent bulbs.
- Despite the significant per unit savings reductions for lighting measure, the Net Annual Savings from Annual Coupons in 2014 was more than six times that in 2013. This is primarily because of higher participation and the inclusion of LED coupons and full year availability of all coupons.
- Measured NTG ratios grew significantly in 2014. The NTG ratio is 53% higher in 2014 than in 2013 due to the inclusion of participant "spillover", (i.e., purchase of additional coupon initiative measures and general energy efficient measures without the use of a coupon but influenced by the coupon program).

Bi-Annual Coupon Events

- Over 2.5 million coupons were redeemed in 2014 compared with 2013 redemptions
- The Bi-Annual Coupon Event saw a substantial increase in the number of coupons redeemed during the spring and fall events in 2014 compared to 2013. The increase can be linked to a substantial increase in LED purchases with event coupons accounting for 84% of all Bi-Annual Coupons redeemed.
- Reductions in per unit savings were overshadowed by the increase in coupon redemptions. Overall savings increased by approximately 85% in 2014 compared with 2013 Demand and Energy Savings.
- Similar to the Annual Coupon Event measured NTG ratios rose by 53% compared to 2013 NTG ratios. The rise is due to the inclusion of participant "spillover" (i.e., purchase of additional coupon initiative and general energy efficient measures without the use of a coupon but influenced by the Bi-Annual Coupon event).

peaksaver PLUS®

- There were an additional 55,000 CAC load control devices enrolled in the program in 2014 relative to 2013, which increased the capacity of the residential segment of the program from 129 MW in 2013 to 143 MW in 2014.
- Ex-ante impacts on a per device basis were lower than 2013 average.
- There were no energy savings in 2014 because there were no system-wide events called.
- Load impact estimates for the average small and medium business and for electric water heaters among residential customers remain consistent with prior year's analysis
- IHD's yielded no statistically significant energy savings.

Residential New Construction

- The most significant growth in the initiative has been participation in the prescriptive track. MW savings in the prescriptive track increased from zero summer peak MW savings in 2011 to 352 summer peak kW savings in 2014.
- The custom track saw participation for the first time in 2014. One custom project of 55 homes contributed 37 kW demand savings and 0.5 GWh of energy savings.
- New deemed savings for performance track homes were developed and implemented, resulting more consistent realization rates for 2014.
- ENERGY STAR New Homes was introduced as an eligible measure within the performance track in 2014. As a result, these ENERGY STAR New Homes provided 1% of peak kW savings and 4% of kWh savings.

BUSINESS INITIATIVES

Retrofit

- The number of prescriptive projects increased slightly (1.2%) in 2014 to a total of 4,812. However, total net verified savings and peak demand savings dropped significantly (19% and 30% respectively). This is due to a 19% drop in per-project net verified savings, which can be attributed to lower track level realization rate and net-to-gross ratio and is related to smaller average project sizes.
- The quantity of engineered projects increased 22% to a total of 3,906 in 2014, combined with a net verified savings per project increase of 17% the track saw a dramatic 47% increase in net energy savings.
- Lower demand realization rates across the program as a whole were tied to equipment differences between reported and calculated values. For lighting projects the difference was most often seen in baseline and retrofit lamp wattages and ballast factors. Non-lighting tracks exhibited lower demand realization rates due to the following factors:

    - Variations in load profiles where the evaluation team found equipment that operated fewer hours or at a lower capacity than expected from the project documentation.
    - Inconsistencies in equipment nameplate data (typically efficiency or capacity) between project documentation and equipment installed on-site.
- Weather dependent control systems leading to shifts in how often the equipment operated.

Small Business Lighting

- 23,784 projects were completed in 2014 (34% increase from 2013)
- The category of 'Other' business type projects increased 71% when compared to 2013. Agribusinesses make up 74% of the 'Other' business type category. While growth in the number of projects is good, agribusinesses projects, in particular, have a realization rate of only 58.5%. This is primarily due to the verified annual operating hours being approximately 45% less than the assumed annual operating hours.
- In 2014 LED measures provide the most net savings of any other SBL measure making up 59% of net energy savings in 2014. Their long effective useful life and retention of a larger amount of savings after the baseline adjustment allow LED measures to also contribute substantially more lifetime savings than CFLs and linear fluorescents.
- Overall energy and demand realization rates decreased by 1.8 and 3.1 %, respectively, from 2013.
    - Sampled rural projects have lower energy realization rather than urban projects (63.8% compared to 83.5%) across the 2011 – 2014 sample
    - Sampled rural projects have even lower demand realization rather than urban projects (49.7% compared to 74.1%) across the 2011 – 2014 sample
    - The annual proportion of net energy savings from rural projects has increased from 30% in 2011 to 41% in 2014

Audit Funding

- The number of audits carried out in 2014 decreased by 20% when compared to 2013.
- The average per audit net energy savings attributable to the Audit Funding Initiative was estimated to be 65 MWh and 13 kW of summer peak demands savings.
- Time series analysis quantified additional savings from measures implemented after initial program year. It was found that an additional 7.2%, 5.0% and 0.1% can be added to all previously reported projects in 2011, 2012 and 2013 projects, respectively.

Existing Building Commissioning

- 5 projects completed the Hand-off stage in 2014.
- Energy realization rate was estimated at 116% and demand realization rate at 202%.
- About 31 participants are still in the scoping stage or implementation stage.

HPNC

- Savings have increased every year of the initiative with an increased participation of 50% from 2013
- In 2014, most savings came from the custom track providing 71% of demand savings.
- Participation from HVAC measures occurred for the first time in 2014 (providing 14% of summer peak kW savings and 5% of kWh savings).
- The measures with the greatest impact on low realization rates for prescriptive measures were high volume low speed (HVLS) fans and variable frequency drives (VFDs).
- Province-wide realization rates declined slightly for 2014, as a result of the wider variety of measures being implemented.
- Key drivers for participation are: initial project cost, followed by electricity costs and expected energy savings are the key drivers to participation.

INDUSTRIAL INITIATIVES

Process Systems– Capital Incentive Initiative

- 10 PSUI Capital Incentive projects implemented in 2014, compared to 5 in2013.
    - 4 projects are Behind the Meter Generation (BMG) projects.
    - The remaining projects were energy efficiency improvements in pumping, cooling, compressed air systems and industrial processes.
- Each project received its own Net to Gross (NTG) value. NTG ratios ranged from 62% to 100% for the 10 projects
- Realization rates remained high in 2014, ranging from 90 to over 100%.

Process Systems Energy Managers Initiative– Non Incented Savings

- 379 Energy Manager projects were completed in 2014 compared to 306 in 2013
- Energy Managers are important drivers of non-incented savings projects.
- In 2014, the Energy Mangers initiative has contributed to 35% of energy savings for Industrial Programs.

Process Systems M & T Initiative– Non Incented Savings

- 5 projects were completed in 2014, compared to 3 in 2013.
- Low realization rates (36% for energy savings and 59% for demand savings) are attributed to reported savings based on total potential savings rather than non-incentivized realized savings, while the verified savings only include non-incentivized savings).

DR 3

- The largest 25 contributors account for 60% of the contractual demand reduction – that is, less than 4% of contributors account for the majority of the load reductions.
- A multi-year analysis indicates 2012 was the best year for program performance. After 2012, a single large contributor left the program, resulting in a decrease in overall performance in 2013 and 2014. This highlights the risk having a highly concentrated program with a few large contributors representing a large share of the program capacity.
- There were no events called in 2014 and the contracted capacity was similar to 2013.

HOME ASSISTANCE

Home Assistance Program

- Participation decreased by 5 % to 25,424 participants compared with 2013 (26,756). The decrease was due to six LDCs not participating in the Home Assistance Program in 2014.
- Realization rates for demand doubled in 2014 to 56% compared with 2013 (26%). However, energy realization rates decreased by 10% to 77% compared with 2013 results.
- Realization rate for demand savings increased due to the adoption of the new FAST Tool which incorporated updated kW savings for weatherization measures in particular insulation measures.

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