

REQUESTOR NAME BCOAPO *et al.*
INFORMATION REQUEST ROUND: # 1
TO: FORTISBC INC.
DATE: February 14, 2018
CASE NO: 1598934
APPLICATION NAME Application for a Acceptance of 2018 Demand-Side Management (DSM) Expenditures

1.0 Reference: Exhibit B-1, page 4

- 1.1 Please provide a schedule comparing the 2017 approved and actual results (spending and savings) at the same level of detail as Table 1.
- 1.2 Where the variance between approved and actual is greater than 5% (spending or savings), please provide an explanation.

**2.0 Reference: Exhibit B-2, Attachment 1.1, page14 (line 28) to page 15 (line 11)
Exhibit B-2, Attachment 1.1, Appendix A, page A5**

- 2.1 With respect to Table A2-1, for those initiatives where the DSM Regulation requires/provides for the use of an alternative cost-effectiveness test to the TRC, please provide the 2018 values using the alternative “test”.

**3.0 Reference: Exhibit B-1, page 4 (Table 1)
Exhibit B-2, Attachment 1.1, page 7
Exhibit B-2, Attachment 1.1, Appendix A, pages A5 and A8**

Preamble: FBC notes (page A8) that the lower 2018 budget proposed for low income programs is reflective of the lower participation rates seen in 2017.

- 3.1 Please provide both budgeted/planned and actual low income program participation rates for 2015, 2016 and 2017. In terms of participation rates, for each year please provide: i) the number of ESKs distributed, ii) the number low income dwellings receiving the basic ECAP service and iii) the number of dwellings where the energy assessment performed under the ECAP program led to additional DSM measures being implemented.
- 3.2 In those cases where the ECAP energy assessment identifies that additional DSM measures that could be undertaken, are there special

low income programs available to assist with the implementation of these measures (over and above the DSM programs available to all residential customers)?

3.2.1 If yes, what are they and why is FBC not offering such programs? In responding, please address the cost-effectiveness of such programs within in the context of the DSM Regulation.

3.3 Has FBC undertaken any assessment or investigation as to why 2017 participation rates were lower than expected?

3.3.1 If yes, what were the reasons?

3.4 FBC makes specific reference (page A8) to having made past efforts to strengthen its outreach efforts regarding low income programs. Please describe what these initiatives were and how successful they were.

3.5 FBC also makes specific reference (page A8) to further strengthening its outreach efforts regarding low income programs. Please describe what new initiatives are planned for 2018.

3.6 Are there additional activities/initiatives that FBC could undertake to increase participation in the low income program?

3.6.1 If yes, please identify what they are and discuss their cost-effectiveness within the context of the DSM Regulation.

4.0 Reference: Exhibit B-2, Attachment 1.1, Appendix A, pages A5 & A8-A9

4.1 At page A8 FBC states that the Rental Apartment Program will continue to be offered in collaboration with FEI. However, Table A2-1 on page A5 does not show any approved spending or savings for Rental Program in 2017. Please reconcile.

4.2 If there was Rental Program activity in 2017 please provide a schedule comparing the 2017 spending and savings with those planned for 2018.

5.0 Reference: Exhibit B-2, Attachment 1.1, Appendix A, pages A5 & A9

5.1 Please explain what the sources of the 2017 approved savings were expected to be from the Customer Engagement Tools.

5.2 Please provide details regarding the actual Customer Engagement Tools employed in 2017 and the results achieved.

5.3 Please explain what specific Customer Engagement Tools are planned for 2018 and why the expected savings are significantly less than those approved for 2017.

5.4 Are there additional Customer Engagement Tools that could be deployed in 2018 that would be cost-effective (per the DSM

Regulation)?

5.4.1 If yes, what are they and why is FBC not planning to implement them in 2018?

6.0 Reference: Exhibit B-2, Attachment 1.1, Appendix A, pages A5 & A18-A19

6.1 Please provide the 2017 Monitoring and Evaluation Plan (equivalent to Table A6-2) as submitted for approval.

6.2 Please provide a schedule that sets out the actual M&E studies completed in 2017 and, if any of the studies planned for 2017 were not undertaken/completed, please explain why.