

Presentation on Toronto Hydro's Support for Energy Efficiency and Conservation in the Social Housing/Low Income Sector

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Toronto Hydro's Conservation and Demand Management (CDM) program

- City of Toronto's peak load is 5005 MW
- We reach that on the hottest summer days primarily because of air conditioning use
- Aim is to cut electricity consumption particularly during peak times by both making equipment more efficient and encouraging the use of less electricity
- Incentive programs for homeowners and businesses have been in effect since 2005 when the Ontario Energy Board ruled that supporting conservation programs was part of the mandate of Ontario electric utilities
- Since 2005, Toronto Hydro's customers have saved approximately 250 MW of electricity
- Support for targeted low income/social housing programs since the inception of the program

Why Social Housing?

- Social Housing properties have some unique characteristics which set them apart from other multi-residential buildings
- Residents often don't pay their own utility bills
- Therefore any building-specific incentives to reduce consumption don't necessarily drive conservation attitudes and thinking with the tenant
- Security concerns often drive electricity use – leaving lights and TV's on, for example
- Publicly owned housing is everyone's responsibility
- Need for education for both residents, volunteer boards and maintenance staff



CDM and Social Housing Services Corporation

2005/2006 – preliminary program with a number of Social Housing Services Corporation (SHSC) member properties within the City of Toronto

- Program consisted of common area lighting upgrades and some appliance replacements with Energy Star labeled fridges, stoves, washers and dryers

CDM programs with SHSC

- 2007** – Toronto Hydro supported the replacement of old incandescent light bulbs with 25,000 compact fluorescent light (CFL) bulbs in 5000 tenant units across the City of Toronto
- This program saved just over 1 MW from the Toronto grid and represents real on-going cost savings to the building operators
 - Total incentive paid to SHSC was over \$390K
 - The program was supported with an education program run by Seneca College, for residents to become Resident Energy Efficiency Champions within the properties - these residents help spread the word
 - This was further augmented by an education and training program under a “train the trainer” approach for property and maintenance staff.

CDM for Social Housing 2008

2008 - Toronto Hydro will again be financially supporting housing providers in Toronto to conserve

- 2008 program is an expansion of the 2007 initiative undertaken by SHSC
- SHSC will be replacing old incandescent bulbs with 60,000 compact fluorescent bulbs in 12,000 units – 5 CFLs per unit
- This is expected to save about 2.2 MW of electricity from the Toronto grid
- Again, the program will be supported with a Resident Champion energy efficiency outreach to residents, and an education and training program for maintenance staff.

Why Lighting?

- Generally speaking more residents in social housing units are at home during the day so lights are used more throughout the day, not just in the evening like many other homes
- Changing light bulbs in social housing properties has a positive impact on reducing electricity use from the grid
- Changing bulbs to CFLs is measurable and verifiable — a requirement of the program funded ultimately by the provincial agency, the Ontario Power Authority



Other Ways Toronto Hydro is Helping

Winter Warmth

- Toronto Hydro works with the United Way to support those low income customers who have difficulty paying their bills during the cold winter months
- Criteria includes:
 - being in arrears on your electricity bill
 - having received a disconnection notice
 - special circumstance where the customer is unable to pay
- Application process managed by Neighbourhood Information Post, a United Way agency
- Program runs Dec 1 to May 31
- In 2007/08 program we helped 284 homes, average payout \$320.60



Business Incentive Program (BIP)

Business Incentive Program

- Toronto Hydro-Electric System offers incentives to owners and operators of buildings less than 25,000 square feet, including multi-use, commercial, office, retail, restaurant, convenience store, grocery store, hotel properties, industrial and residential management corporations
- **Apply for your incentive before you start your project** at <https://www.torontohydro.com/electricsystem/business/bip/index.cfm>
- The incentives are on a variable scale, where bigger projects may earn more per peak kW saved
- Every project will be evaluated to ensure that true kW reductions are achieved and that the renovations "lock in" savings for at least 3 years

Air Conditioner Recycling Program

- On Saturdays and Sundays between May 31 and June 15, 2008, from 10 a.m. - 5 p.m. retire your old room air conditioner at any Toronto-area Home Depot location and receive a \$25 Home Depot gift card.
- Old, inefficient room air conditioners can use up to 70 per cent more electricity than new, energy-efficient models
- The average room air conditioner generates 1.3 tonnes of carbon dioxide each year - a known contributor to climate change
- Every room air conditioner turned in is disposed of responsibly. All refrigerants are handled by certified technicians and disposed of in accordance with federal regulations. All oils, capacitors, metals and plastics are also recycled, if possible, or disposed of in the most environmentally-friendly manner available.



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