

Meeting Notes

Natural Gas Demand Side Management Evaluation Advisory Committee (EB-2022-0295)

Meeting #30

Meeting Date: July 8, 2025

Time: 1:30 PM – 2:30 PM

Location: Virtual Meeting (MS Teams)

Attendees

EAC Members	Affiliation
Bailey Kaufman	Enbridge Gas Inc. representative
Geoff Chung	Enbridge Gas Inc. representative
Robert Wirtsafter	Non-utility member (Wirtsafter Associates, Inc.)
Katherine Johnson	Non-utility member (Johnson Consulting Group)
Chris Neme	Non-utility member (Energy Futures Group)
Dan Violette	Non-utility member (Apex Analytics)

Additional Attendees	Role/Affiliation
DNV Team	OEB's Evaluation Contractor
Alice Herrera	IESO

OEB Staff	Role
Josh Wasylyk	OEB Staff/EAC Chair, Senior Advisor, Application Policy and Conservation
James Smith	OEB Staff, Senior Advisor, Application Policy and Conservation
Taiwo Ishmail	OEB Staff, Advisor, Application Policy and Conservation

Purpose

These notes summarize the discussions of the Evaluation Advisory Committee.

Meeting Agenda:

1. **Welcome** (5 mins)
2. **Residential Adaptive Thermostat Installation Rate Assumptions – EAC Consensus Recommendation** (30 mins)
3. **Enbridge Process Evaluation: Commercial Custom Utility Influence Study – Discussion** (10 min)
4. **Wrap Up** (5 mins)

1. Welcome

OEB staff welcomed the group and provided an overview of the topics to be discussed.

2. Residential Adaptive Thermostat Participation Rate Assumptions – Discussion

Item Description	Discussion Comments/Outcome	Action Items
OEB staff led a discussion on the reasonableness of Enbridge's proposed installation rate assumptions for residential smart thermostats to be used in the evaluation process.	Enbridge provided an overview of a jurisdictional scan on in-service rates (or installation rate) for smart thermostat installations across six North American jurisdictions. This scan was conducted in response to the EAC's suggestion, given the challenges associated with the current installation rate approach ("the ping rate" from Ecobee) The jurisdiction scan revealed an average installation rate of 88.4%, compared to Enbridge Gas's current installation rate of 84.15% which was applied as a gross savings adjustment factor to the 2023 smart thermostat results under the Smart Home program offering. Enbridge sought EAC's approval to adopt the average installation rate from the jurisdictional scan as the applicable installation rate for the Enbridge smart thermostat measure. During the discussion, EAC raised several questions, including whether the jurisdictions considered in the scan were selected solely based on in-service rates or if installation rates and savings adjustments were also taken into account. For example, what assumptions were made regarding internet connectivity for smart thermostats, and how might this impact customer savings or the savings adjustment factor? Enbridge clarified that the installation rate values from the scan were based solely on in-service rates, primarily derived from online participant surveys. In one case, device activation data from a single	Enbridge will update its 2023 final net savings for residential adaptive thermostats to reflect the change in installation rate from 84.15% to 88.4%. Enbridge will incorporate this update as part of its 2023 DSM deferral and variance account application.

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	manufacturer was also considered. Non-utility members noted that internet connectivity does influence savings, as it enables utilities or providers to control the smart thermostat and optimize energy use. Following the discussion, EAC members achieved consensus and agreed that the average installation rate of 88.4% from those jurisdictions considered in the analysis represents a value that is based on more rigorous analysis than Enbridge's current assumption. The EAC supported Enbridge's proposal to apply the jurisdictional scan's 88.4% average installation rate to its 2023 smart thermostat results and to be used going forward, pending further research to determine an Ontario-specific installation rate and any other relevant savings adjustment related to smart thermostats.	
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3. Enbridge Process Evaluation: Commercial Custom Utility Influence Study – Discussion

Item Description	Discussion Comments/Outcome	Action Items
Enbridge brought forward initial plans for a process evaluation to assess its influence on participation in the Commercial Custom offer for the EAC's consideration.	Enbridge provided background information on the study process, highlighting that the intention letter provided to the EAC is a new component of this process. This reflects feedback from the EAC to be involved earlier in the process evaluation, before the scope is finalized. Enbridge noted that it is currently working to define the study scope and engage a contractor. The intention letter outlined the proposed direction and was shared with the EAC for input. The Commercial Custom offering aims to encourage customers to reduce natural gas consumption by identifying, recommending, and incentivizing energy-saving projects. Enbridge noted that it expects the process evaluation will explore factors influencing commercial customer participation in the 2024 program year, including motivations, barriers, and experiences with the application, installation, and commissioning processes. EAC member appreciated the opportunity to comment early in the process. EAC members largely supported the proposed work and suggested that non-participating customers, vendors, contractors and delivery agents be included in the research, as their input will help identify participation barriers. Enbridge noted that non-participants are harder to reach and that certain restrictions from the OEB may limit the ability for non-participants to be included. OEB staff are committed to providing feedback on whether and	EAC members to review the intention letter and provide feedback. OEB staff to provide guidance on if/how non-participants may be included in the process evaluation.

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	how non-participants may be included in the process evaluation. EAC members committed to reviewing the intention letter and providing feedback ahead of the next meeting.	
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4. Wrap up – Next Steps

OEB staff provided an overview of the agenda for the next meeting.

List of Action Items

No.	Action Item	Assignment/Owner	Due Date
1	Enbridge to update its 2023 draft DSM Annual Report with the new smart thermostat installation rate for inclusion in its 2023 DSM DVA application.	Enbridge Gas	N/A
2	EAC members to review the Commercial Custom Utility Influence Study Process Evaluation intention letter and provide written comments.	EAC Members	July 18, 2025
3	OEB staff to provide information regarding if/how non-participating commercial customers may be included in Enbridge's Commercial Custom Process Evaluation.	OEB staff	August 15, 2025

Meeting Adjourned: 2:30 pm.

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