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News from the Ontario Power Authority

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More than 365,000 old freezers and fridges have been picked up since 2006

CONSERVATION
The price of success

The beer fridge is an endangered species.

The OPA's **save**ON**energy** FRIDGE & FREEZER PICKUP program has been such a success that it is getting harder to find old, inefficient, electricity-draining refrigerators in homes across Ontario, so the program will be expiring at the end of 2014.

But before it ends, the age of an eligible refrigerator has been lowered by five years to remove more inefficient appliances from homes.

More than 365,000 old freezers and refrigerators have been picked up for free under the FRIDGE & FREEZER PICKUP program since it was launched in 2006. Simply by removing an old fridge, customers have found they can save up to $125 a year in electricity costs.

And now through December 2014, fridges don't have to be quite so ancient – units 15 years and older will be eligible for free pickup through the program. Freezers still have to be at least 20 years old to be eligible. In addition, qualifying window air conditioners and dehumidifiers will also be picked up if at least one fridge or freezer is being collected from the household.

"The age requirement for eligible refrigerators has been reduced to help clear out old inefficient refrigerators in a free, convenient and environmentally sustainable manner," said Andrew Pride, Vice-President of Conservation at the OPA. "This will help consumers save on energy costs while helping the province reduce the demand for electricity."

More information on the **save**ON**energy** FRIDGE & FREEZER PICKUP program and eligibility is available at https://www.saveonenergy.ca/

For more information on the Conservation Fund, http://www.powerauthority.on.ca/cfund

A Tim's double-double: better lights and lower costs

By Daniel Girard

Green is the order of the day at Tim Hortons.

The iconic restaurant chain, one of Canada's best-known brands, is teaming up with the OPA to promote environmental sustainability and green building practices by installing energy-efficient lighting.

The company is outfitting all of its newly built restaurants with light-emitting diode (LED) systems. It will also retrofit the lighting in nearly all existing North American restaurants in favour of energy-efficient lighting in the coming years.

Read more on page 2

Stay connected!

Federal legislation dealing with unsolicited commercial messages or "spam" came into effect on July 1. This means that your consent is required for the OPA to continue to communicate with you electronically about a range of OPA programs and initiatives, including newsletters such as *Arc* and *Conserve and Connect*.

Please stay in touch by visiting our website, http://www.powerauthority.on.ca/, and look for the "Stay Connected" menu item.

Comments:
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In Ontario, the work will be through the **saveONenergy** RETROFIT PROGRAM, which offers incentives to businesses for energy-efficient upgrades such as lighting, controls, HVAC, variable frequency drives, alternate energy measures, fans, motors, pumps and refrigeration.

"Lighting accounts for a large percentage of electricity costs for many commercial and industrial businesses," said Andrew Pride, Vice-President of Conservation of the OPA. "Making the switch to LEDs and other energy-efficient lighting can help reduce the overall energy consumption for businesses big and small."

Others who have taken advantage of the **saveONenergy** incentives to upgrade their lighting range from retail giants Shoppers Drug Mart and Canadian Tire to Cupcakes of Westdale Village in Hamilton, Kingston General Hospital, Waterloo Brewing Co., Collingwood Collegiate, Leadbetter Foods in Orillia, Rideau Hall in Ottawa and the McMichael Canadian art gallery in Kleinburg.

By raising energy efficiency, retailers, industries and institutions have been able to lower costs.

"The total spending on electricity is going down, so it is working for us," said Tammy Smitham, Vice President, Communications and Corporate Affairs at Shoppers Drug Mart, which replaced inefficient lighting in the refrigerator doors of more than 280 stores across Ontario. "We've doubled our selling space in our stores but haven't increased our hydro costs."

Tim Hortons is planning to install LED lighting in 485 of its restaurants across North America by the end of 2014, realizing total energy savings equivalent to what's consumed by 400 single-family homes.

"At Tim Hortons, we are always looking to new technologies and designs to improve energy efficiencies in our restaurants and reduce our overall environmental footprint," John Macey, Manager, Sustainable Design with Tim Hortons Inc., said in a news release as the company announced the global initiative. "Switching to LED lighting is an easy way to save energy while improving the light quality and atmosphere in our restaurants to ensure the best possible guest experience."

OPA develops its own talent

Alexandra Barrett and Bashir Bhana began at the OPA as students

By Patricia Finnegan

After a 16-month student placement at the (OPA), Bashir Bhana's career veered off a life-long course toward becoming a doctor. He's never looked back.

"I have no regrets," said Mr. Bhana, who is now a Conservation Planning Manager at the OPA. "I'm pleased with how my career path has progressed."

He was hired by the OPA in 2006 through the University of Toronto's Professional Experience Year (PEY) program for a 16-month internship. After his PEY term was up, he went back to the university for a final year in the chemical engineering program and graduated in May 2008.

"In preparing for graduation, I kept my options open," he said. "I applied to medical school, applied for a range of job opportunities and kept in touch with the OPA."

Mr. Bhana was accepted to medical school, but also found out there was a full-time job opportunity in the OPA's Power System Planning (PSP) division. He applied, was accepted and, after a lot of thought, decided to join the OPA.

"I like the work. It's stimulating, challenging and, most importantly, meaningful," he said. "We develop solutions in the interests of consumers. What we do makes a difference to people and to society."

Alexandra Barrett agrees. "Everyone has a stake in electricity. The OPA does incredibly valuable work."

Ms. Barrett, who completed a 12-month PEY term with the OPA in 2005, was hired in 2008 as a Planning Analyst. She applied for a full-time job after graduation because of the nature of the work the OPA does. "We're continuously developing new processes, program designs and developments."

Today, she works as a planner in Transmission Integration and she will soon complete a Master's degree in power system engineering, with financial support from the OPA.

The experiences of Mr. Bhana and Ms. Barrett are not isolated stories. Over the nine years the OPA has participated in the U of T's PEY program, 32 students have completed internships at the OPA. Seven of these were hired for full-time positions after they graduated and are still working at the OPA.

"The PEY Program provides the OPA with talent and energy and provides students with practical experience," said Amir Shalaby, the OPA's Vice-President of PSP. "It has become part of our eco system, often leading to talented people filling entry-level planning positions at the OPA."

CUSTOMER RELATIONS

Service with a smile

Amy Snook (left) and Shelley Alleyne

By Timothy Taylor

Try as he might, John Guidotti couldn't seem to find an approach to advancing a number of business conservation projects in Ontario, all using the same technology, but with different local distribution company territories.

The local distribution companies all have different procedures and the Hudson, Que., manager of Biotech Environmental Inc. was frustrated.

So when two OPA staffers went out of their way to sort out the situation, he made special mention of them when he completed the monthly OPA business customer experience market research survey earlier this year.

Asked who, if anyone, made a significant positive difference, he wrote: "Amy Snook and Shelley Alleyne. Best customer service and guidance I have seen. Resolved critical issue with applications, back office and other malfunctions and challenges. Just excellent people with an authentic attitude of service less common in these days."

While not every successful customer interaction is applauded so clearly, Ms. Alleyne sees these "shout outs" as a clear sign that she is useful and helpful—doing her job.

"It can be immensely satisfying," she said. "I'm a teacher and this is just a form of education, helping people learn how to navigate. But when I get [a commendation] like that, WOOHOO!…It feels good."

"Shelley intervened, consolidated all our questions, smoothed it over and fixed everything," said Mr. Guidotti. "Now we know what to do and how to do it. That's great customer service."

For more on the OPA's customer-service initiative: http://powerauthority.on.ca/sites/default/files/documents/OPA-Customer-Service-Committment.pdf.

Jamieson gets new honours

Ron Jamieson

Ron Jamieson, an orignal member of the OPA Board of Directors, has received two recent honours.

On June 30, Governor-General David Johnston appointed Mr. Jamieson as a member of the Order of Canada. It's one of the country's highest civilian honours and just 6,000 people have been appointed since it was established in 1967 to recognize outstanding achievement, dedication to the community and service to the nation.

And on June 17, Mr. Jamieson was awarded an honorary Doctor of Education degree from Nipissing University's Brantford campus.

Both honours recognized Mr. Jamieson's distinguished and groundbreaking career in banking. A member of the Mohawk Nation from the Six Nations Reserve, he guided the Bank of Montreal Financial Group's Aboriginal Banking team in building mutually beneficial and successful business relationships with Aboriginal communities across Canada.

His Order of Canada citation cited his "pioneering contributions to the finance industry, notably in improving access to financial services for First Nations people across Canada."

In giving him its highest citation, Nipissing praised his 25 years of being "active in economic development initiatives for Canadian Aboriginal communities."

"Mr. Jamieson helped Aboriginal families access financial services such as mortgages and pushed for bank branches to be established in Native communities," the university said in a news release.

Earlier this year, Mr. Jamieson and fellow OPA Board member Lyn McLeod were named to the Order of Ontario.

FIRST NATION AND METIS RELATIONS

Supporting Aboriginal communities to develop energy plans

The OPA is supporting 29 Aboriginal communities in developing their community energy plans through the Aboriginal Community Energy Plan (ACEP) program.

Approval has been given to 22 proposals from these communities for a total of $2.5 million in funding through the ACEP program. ACEP assists First Nations and Métis communities to develop or update a community energy plan with the goal of improving energy efficiency, reducing electricity consumption and assessing opportunities for clean energy generation.

The program supports Aboriginal participation in the energy sector by providing up to $90,000 to First Nation or Métis communities with remote First Nation communities eligible for an additional $5,000. Applications can be submitted by eligible communities or by organizations that represent the interest of eligible communities.

"The Ontario Power Authority is pleased to support Aboriginal communities in developing their energy plans through the ACEP program," said Colin Andersen, the OPA's CEO. "This is one of several ways in which the OPA encourages Aboriginal participation in Ontario's energy sector and helps ensure a sustainable energy supply to communities across the province."

Margaret Kenequanash, executive director of Shibogama First Nations Council, said her council is excited to be able to work with its five member communities to develop energy plans to complement work that's already being done.

"Our end goal is to create opportunities and by planning now we can help ensure a good future for our communities," she said.

For details on ACEP and a list of communities with approved proposals: http://aboriginalenergy.ca/aboriginal-community-energy-plans

CONSERVATION

A race built on collaboration

By Daniel Girard

Simcoe Place was a model of energy efficiency even before its focus shifted to making it an industry leader.

The 30-storey office tower in downtown Toronto garnered a BOMA national Office Building of the Year award in 2008, earned LEED Gold Certification for its green operations in 2010 and participated in a pair of groundbreaking energy-saving initiatives, including the Real Property Association of Canada's (REALpac) ambitious energy consumption target of 20 equivalent kilowatt-hours of total energy use per square foot of rentable space by 2015.

Still, Simcoe Place owners Cadillac Fairview felt there was more they could do when it came to using less energy at the 200 Front St. W. location.

Spurred on by the company's national sustainability program, GREEN AT WORK, Simcoe Place created an Integrated Building Performance Team to study every aspect of the one-million-square-foot facility's operations looking for ways to reduce their energy consumption. Using incentives from the Ontario Power Authority's **save**ON**energy** RETROFIT PROGRAM, they then realized even more energy savings.

The result, in addition to significant reductions in electricity consumption and demand as well as natural gas usage, was a 2013 Energy Champion Award from CivicAction's Race to Reduce, a smart energy office challenge.

> ***"Energy reductions through collaboration drive change," said Andrew Pride, Vice-President of Conservation at the OPA. "Energy efficiency is becoming a focus of landlords along with tenant comfort and service and Simcoe Place's success is a model for the future."***

The *Race to Reduce*, which is largely funded by the OPA's Conservation Fund, is billed as the first office energy reduction challenge of its kind in Canada. Running from 2011 through the end of 2014, the *Race's* uniqueness is the unprecedented collaboration between landlords and tenants in an attempt to cut energy use by at least 10 percent over that period. The latest statistics show that through the end of 2012, the collective energy reduction from office buildings across the Toronto region was nine percent, which means the targets were close to being realized with two full years still to go in the *Race*.

To date, participation includes more than 175 buildings with almost 68 million square feet, or one-third of the office space in the region. All told, there are an estimated 165 million square feet in 1,750 office buildings across the GTA. They account for about 20 percent of the region's carbon emissions and they also consume some 37 percent of the GTA's electricity and 17 percent of its natural gas.

Simcoe Place is a leader in energy efficiency

At Simcoe Place, which opened in 1995, a team of operations officials, consultants, contractors and staff from Toronto Hydro, Enbridge Gas and the OPA came together to get results. They analyzed, tested and monitored everything from ventilation, heating and cooling systems to lighting, elevators and electricity use by office equipment for ways to cut energy usage.

A multi-year capital investment program was mapped out to improve the efficiency of more than 30 individual projects, including heating and cooling plants, the building system, elevators, lighting and transformers. A tenant-landlord Green Council lowered energy use and costs by reviewing floor-by-floor performance, identifying conservation opportunities and sharing best practices. More projects are planned in the coming months.

"I am often asked what we did to achieve such industry-leading performance," said Nathan Mordaunt, General Manager of Cadillac Fairview. "But the better question is how we put our team together to identify and fix the inefficiencies in our building. It's all about a new, systematic management process."

BRIEFLY

Direction letters received

The OPA received four new direction letters from Energy Minister Bob Chiarelli. Two directions were received on April 24, one on hydroelectric projects and another on the Industrial Electricity Incentive. On April 30, a direction was received dealing with the Korean Consortium Phase 3 Projects and, on May 1, a direction was received that amended a December 16, 2013 direction regarding the supply agreement with Ontario Power Generation for the conversion of the Thunder Bay generating station.

For details on these and other directions: http://www.powerauthority.on.ca/about-us/directives-opa-minister-energy-and-infrastructure

Social media presence grows

The OPA continues to build its social media presence. Three Twitter accounts launched a year ago (@OntPwrAuthority, @saveONenergyONT and @énergiconomies) have more than 2,000 followers and the OPA's page on LinkedIn has more than 2,250 followers. The OPA is also a presence on Facebook and has its own YouTube channel. "Our social media channels play an increasingly important role for communicating with our diverse range of stakeholders," said Stephen Rouse, the OPA's Director of Marketing. "We're pleased with the progress we've made in building and interacting with our social communities on a daily basis."

Normal microFIT operations resume

During the transition period with the new government, the OPA continues to work on routine business and to process normal administrative contract matters. Decisions on launching initiatives or on the execution of new agreements may be deferred, pending government direction. Updates on timelines for initiatives will be provided when they are available. The OPA has resumed normal operations for the microFIT Program. This includes processing new applications, issuing Application Approval Notices and updating the status of applications as appropriate. On July 4, microFIT version 3.1 was launched. This includes a provision that enables the OPA to disclose certain information, if necessary, including the details and location of the microFIT facility, to other entities for the purposes of promoting public health and safety and for emergency services response. The OPA expects to announce the list of successful applicants for FIT 3 and the Unconstructed Rooftop Solar Pilot (URSP) in July. The procurement targets for FIT 3 and URSP are 123.5 MW and 15 MW, respectively.

For more information: http://fit.powerauthority.on.ca/

Revenue process continues

The OPA continues to work with the Ontario Energy Board (OEB) on the review of its 2014 Revenue Requirement Submission (RRS). Responses to questions from intervenors covering various aspects of the OPA's application for funding were filed with the OEB on July 4. A settlement conference was held on July 8-9 to allow the OPA and intervenors to discuss issues with the aim of coming to an agreement so that the OEB will not have to hold an oral hearing. The OEB process determines the operating budget the OPA receives to fund its activities for the year. This regulatory process sets a fee to be collected from all ratepayers on their bill for the OPA's services. It follows approval of the Business Plan by the Minister of Energy. The 2014 RRS process began in March with the OPA's application to the OEB. The OPA has a planned operating budget of $60.3 million for 2014 and has requested a fee that is a 20.3 percent decrease from the OPA's fee between 2010 and 2013. The OPA proposes to rebate to ratepayers $28.8 million in cumulative surplus rather than using it to offset its operating expenses.

For details: http://www.powerauthority.on.ca/regulatory-affairs/2014-revenue-requirement-submission

SAC discusses conservation

The OPA's Stakeholder Advisory Committee (SAC) discussed the work being done to implement a new conservation and demand management framework at its June 24 meeting. The framework, which will be in place in 2015, will govern conservation efforts in Ontario for the next six years. The next SAC meeting is September 8 and it is open to the public.

For meeting materials and the webinar archive of this and earlier SAC meetings: http://www.powerauthority.on.ca/stakeholder-engagement/stakeholder-advisory-committee

Chiarelli retains Energy portfolio

Bob Chiarelli was named Energy Minister by Premier Kathleen Wynne on June 24. The Ottawa MPP has held the post since February 2013. The opposition parties have also named their Energy critics. For the New Democratic Party, it is Peter Tabuns and for the Progressive Conservatives, it is John Yakabuski.

For more information on Cabinet appointments: http://news.ontario.ca/opo/en/2014/06/building-ontario-up-a-strong-team-for-a-more-secure-future.html

ELECTRICITY RESOURCES

Contracted generation capacity rises

The OPA added 71 megawatts (MW) to its contracted generation capacity in the first quarter of 2014.

According to its latest quarterly report, the OPA administered contracts for 22,518 MW of electricity at the end of March 2014, of which 16,469 MW were already in commercial operation. That figure represents about 62 percent of the total installed capacity in Ontario's electricity sector.

The remaining 6,049 MW of the OPA's contracted capacity is in various stages of development.

The increase in overall contracted capacity includes the addition of new contracts under the second version of the Feed-in Tariff Program (FIT 2).

By the end of the reporting period, the OPA had under contract 8,258 MW of renewable non-hydroelectric generation, 2,432 MW of renewable hydroelectric, 8,828 MW of natural gas and other fuel sources along with 3,000 MW of nuclear capacity.

"We are very proud of the significant role that we have played in growing, transforming and modernizing Ontario's electrical system and working diligently to be a fair and credible counterparty for our suppliers and ratepayers," said JoAnne Butler, the OPA's Vice-President of Electricity Resources.

CONSERVATION

Communities leading the way

Nine Ontario communities have been named as finalists in this year's Community Conservation Awards for their efforts in promoting reduced energy consumption.

The awards, now in their third year, are a collaborative effort of the OPA, the Association of Municipalities of Ontario (AMO) and the Electricity Distributors Association (EDA). All municipalities in Ontario are eligible to compete.

Entrants are required to provide a submission that outlines their conservation efforts and a case study that highlights their specific conservation initiatives.

The nine finalists are: Halton Hills, Hamilton, London, Mississauga, Peel Region, Thorold, Waterloo Region, Welland and York Region.

This year's winners will be announced on August 18 at the AMO annual general meeting in London.

For more information: www.powerauthority.on.ca/cca

OPA helps celebrate National Aboriginal Day

Staff from the OPA and the Ministry of Energy joined in a powwow on a sunny first day of summer to celebrate National Aboriginal Day. The event, held in a mid-town Toronto park, was organized by the Native Men's Residence, which provides shelter, housing services and outreach programs to First Nations, Métis and non-Aboriginal men in Toronto. *Photo by: Donald Corbiere*