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**From:** Jordan Penic [/O=EXCHANGELABS/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=7D23BCD450594583BB40B447B35485DA-JORDAN PENI]  
**Sent:** 2017-04-21 11:30:03 AM  
**To:** Terry Young [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=872fa3f6e61a48709b11458c0c3b6ca6-Terry Young]  
**CC:** David Barrett [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=ef6f3b035ceb494099260e6fa7603f36-David Barre]; Glenna Ford [/o=ExchangeLabs/ou=Exchange Administrative Group (FYDIBOHF23SPDLT)/cn=Recipients/cn=e1c72b718a54474dacd4c68ae870f130-Glenna Ford]  
**Subject:** FW: Update re: Energy Managers

Terry,

Glenna and I were wondering if this latest request has anything to do with trying to find a way to plug the gap that exists in the Fair Hydro Plan, specifically the under 500kw but not quite RPP customer. I know your team was doing some thinking on that, but this briefing next week might provide an opportunity to float some ideas if we've got some.

-Jordan

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**From:** Schwab-Pflug, Emma (ENERGY) [mailto:Emma.Schwab-Pflug@ontario.ca]  
**Sent:** April 21, 2017 11:24 AM  
**To:** Glenna Ford  
**Cc:** Syed, Usman (ENERGY); Cockburn, Grant (ENERGY); Jordan Penic; David Barrett; Desouza, Charlotte (ENERGY)  
**Subject:** RE: Update re: Energy Managers

Glenna, thanks, we'd be interested in a presentation walk-through, and to discuss the plan for sector-based energy managers.

Could you work with Charlotte to find at time? I'm out of the office on Wednesday and Thursday, so ideally Tuesday morning or afternoon would work.

Best,  
Emma

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**From:** Glenna Ford [mailto:Glenna.Ford@ieso.ca]  
**Sent:** April-21-17 10:40 AM  
**To:** Schwab-Pflug, Emma (ENERGY)  
**Cc:** Syed, Usman (ENERGY); Cockburn, Grant (ENERGY); Jordan Penic; David Barrett; Thompson, Erin (ENERGY)  
**Subject:** RE: Update re: Energy Managers

Emma:

We will provide an update deck for Monday. We would be happy to set up a time to meet with the ministry to walk through the materials next week if you are interested.

Regards,

Glenna

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**From:** Schwab-Pflug, Emma (ENERGY) [mailto:Emma.Schwab-Pflug@ontario.ca]  
**Sent:** April 20, 2017 6:38 PM

**To:** Glenna Ford

**Cc:** Syed, Usman (ENERGY); Cockburn, Grant (ENERGY); Jordan Penic; David Barrett; Thompson, Erin (ENERGY)

**Subject:** FW: Update re: Energy Managers

Hi Glenna,

A few comments/additional requests on the energy managers deck. Could IESO aim to send back a revised version on Monday?

Many thanks,  
Emma

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1. The amending direction asking OPA to deliver an energy manager program was issued October 23, 2014, and the Ministry is hearing strong interest from businesses and business associations in energy managers. It is important that the Sector-Based Energy Efficiency Program be in market in Q2 2017, and that IESO take steps to reach small businesses (as established in the direction).
2. There are a few outstanding pieces of information we were hoping to have addressed in the deck:

*The deck should also be a little bit of a 101 on Energy Managers, should give a good picture of the process from a customer point of view:*

- *Can a customer can I hire its own Energy Manager and get funding from the IESO? If so, what is the process?*

Not currently addressed. Slide 6 describes that the funding flows to the company that hires an energy manager, but does not describe the application or hiring process.

- *Do LDCs have in-house Energy Managers that are 'loaned-out' to customer sites?*

Not currently addressed. Should be explained that IESO or LDC does not hire energy managers, customer must hire, and a bit on how this works, who are eligible energy managers/how a customer finds them.

- *Does the IESO have Energy Managers on contract that are 'loaned-out' to customers through an application process?*

See comment directly above.

-----Original Message-----

From: Glenna Ford [<mailto:Glenna.Ford@ieso.ca>]

Sent: April-13-17 10:36 AM

To: Thompson, Erin (ENERGY)

Cc: Jordan Penic; David Barrett

Subject: RE: Update re: Energy Managers

Erin:

Please find attached our updated deck on energy managers as requested. Please let me know if this meets the needs of the DM/MO.

Regards,

Glenna

-----Original Message-----

From: Thompson, Erin (ENERGY) [<mailto:Erin.Thompson@ontario.ca>]

Sent: April 11, 2017 10:09 AM

To: Glenna Ford

Subject: RE: Update re: Energy Managers

Yes, thanks Glenna!

-----Original Message-----

From: Glenna Ford [<mailto:Glenna.Ford@ieso.ca>]

Sent: April 11, 2017 10:08 AM

To: Thompson, Erin (ENERGY)

Subject: RE: Update re: Energy Managers

Erin:

We can provide the deck this week. Is that all right?

Glenna

-----Original Message-----

From: Thompson, Erin (ENERGY) [<mailto:Erin.Thompson@ontario.ca>]

Sent: April 11, 2017 9:51 AM

To: Glenna Ford

Subject: RE: Update re: Energy Managers

I don't expect a briefing will be required. It's intended to be a foundation deck.

When do you proposed you can provide the updated deck, and I'll see if that would work here.

Thanks,

Erin

-----Original Message-----

From: Glenna Ford [<mailto:Glenna.Ford@ieso.ca>]

Sent: April-11-17 9:50 AM

To: Thompson, Erin (ENERGY)

Subject: RE: Update re: Energy Managers

Erin:

Do you have any more information about timing and whether a briefing is required?

Thank you.

Glenna

-----Original Message-----

From: Thompson, Erin (ENERGY) [<mailto:Erin.Thompson@ontario.ca>]  
Sent: April 07, 2017 8:46 AM  
To: Glenna Ford  
Subject: Re: Update re: Energy Managers

I'll get back to you on the timing and question re: briefing. My understanding is that it's meant to be a foundation deck for DM/MO to inform them for stakeholder meetings.

From: Glenna Ford  
Sent: Friday, April 7, 2017 8:42 AM  
To: Thompson, Erin (ENERGY)  
Subject: Fw: Update re: Energy Managers

Erin:

One more question: who is the intended audience for this deck?

Thank you.

Sent from my BlackBerry 10 smartphone on the Rogers network.  
From: Glenna Ford <[Glenna.Ford@ieso.ca](mailto:Glenna.Ford@ieso.ca)>  
Sent: Thursday, April 6, 2017 8:21 PM  
To: Thompson, Erin (ENERGY)  
Subject: Re: Update re: Energy Managers

Thanks, Erin. What is the expected timing for this and would we be doing a briefing to support the deck?

Sent from my BlackBerry 10 smartphone on the Rogers network.  
From: Thompson, Erin (ENERGY)  
Sent: Thursday, April 6, 2017 6:06 PM  
To: Glenna Ford  
Subject: RE: Update re: Energy Managers

Hi Glenna – some feedback on the energy managers deck. Hoping IESO can update:

The deck should also be a little bit of a 101 on Energy Managers, should give a good picture of the process from a customer point of view:

- If I am a customer, who do I contact to take advantage of the energy manager program, my LDC? The IESO?
- Can a customer can I hire its own Energy Manager and get funding from the IESO? If so, what is the process?
- Do LDCs have in-house Energy Managers that are 'loaned-out' to customer sites?
- Does the IESO have Energy Managers on contract that are 'loaned-out' to customers through an application process?
- Which LDCs are currently offering Energy Managers to their customers?
- If available, share a case study of what an Energy Manager has achieved at an actual customer site?

- What qualifications/certifications are required to be an Energy Manager?
- What is the typical salary of an Energy Manager (Ontario is supporting highly technical, well paid jobs)

Thanks,  
Erin

From: Glenna Ford [<mailto:Glenna.Ford@ieso.ca>]  
Sent: March-23-17 1:08 PM  
To: Thompson, Erin (ENERGY); Jordan Penic  
Cc: Sermat-Harding, Kaili (ENERGY); Syed, Usman (ENERGY); Schwab-Pflug, Emma (ENERGY)  
Subject: RE: Update re: Energy Managers

Erin:

Please find attach an updated slide deck as requested.

Regards,

Glenna

From: Thompson, Erin (ENERGY) [<mailto:Erin.Thompson@ontario.ca>]  
Sent: March 22, 2017 3:39 PM  
To: Jordan Penic; Glenna Ford  
Cc: Sermat-Harding, Kaili (ENERGY); Syed, Usman (ENERGY); Schwab-Pflug, Emma (ENERGY)  
Subject: Update re: Energy Managers

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Hi Jordan, Glenna – DM asked for an overview of the energy manager programs. Could IESO provide a deck/note covering the four energy manager programs (IAP, MDC, LDC, Sector-Based) by EOD tomorrow?

I've attached the latest deck we have (from May 2016) in case it's helpful.

Thanks,  
Erin

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Erin Thompson | Executive Assistant to the Assistant Deputy Minister Conservation and Renewable Energy Division |  
Ministry of Energy  
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