

Consumers Sector Priorities for 2013

As Identified at the April 3, 2013 Stakeholder Advisory Committee Meeting

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- Real-time greenhouse gas (GHG) emission data is requested by loads, as a potentially useful signal to demonstrate sustainability commitments in reporting. An increasing number of commercial electricity consumers are reporting GHG emissions, and they need average annual emissions numbers. The numbers are not current, however, and are about three years out of date. Real-time data could provide an opportunity for loads to respond to emissions signals.
- More transparent Global Adjustment figures are needed. This is a rising cost for consumers and there is a need for accurate budgeting and forecasting. Greater transparency about the component costs would aid efforts to better predict future costs.
- There is support for the IESO to continue to review opportunities, such as initiatives underway in progressive adjacent jurisdictions, for consumer participation in the provision of ancillary services.
- More active, dynamic and current technologies and tools are needed for residential consumers to participate in energy use programs. This will assist in preparing the next generation of residential consumers.
- The differential between on and off peak Time-of-Use pricing is not sufficient to motivate customer behaviour. These prices should also more accurately mirror the Hourly Ontario Energy Price (HOEP). Global adjustment based on Time of Use would also be beneficial for driving consumer behaviour; these should be weighted to reflect the investment in assets used at different times of the day.
- Education is very important for residential consumers, particularly to assist in understanding their impact on the system and home energy management.
- Long-term energy planning, particularly transparency about the decision-making process and certainty about long-term directions, are critical for making business planning and budgeting decisions beyond the 18-month time frame provided by the IESO's 18-Month Reliability Outlook. Uncertainty puts private investment in the province at risk. Other areas where more certainty is needed include the role of renewables, plans for the phenomenon of surplus power, and the future of GHG regulations in Ontario and in Canada.
- Ontario electricity is the highest-priced industrial jurisdiction in North America, although it is competitive with Europe. However, Europe does not have the same

energy-intensive resource-based industries that Ontario does. Greater transparency and a measured evolution in market rule development and regulations will help provide a stronger investment environment.

- Greater transparency in data is very important. For example, it is important to leverage the investment and leadership in smart grid and smart meter technologies by accessing the data.
- The IESO should review barriers to broaden market participant registrations. It is expensive and risky to become a market participant in Ontario, particularly for dispatchable loads. There are high costs and risks for the technical requirements, the risks and penalties assumed, and the cost of administration. What was required ten years ago may no longer be relevant or required. A related issue is how to participate across the Local Distribution Company boundary. Aggregators and others need to be able to access the market.
- The timeframe for the existing Market Forum Roadmap should be extended over a longer period to position the market for the future state of electricity in the province.
- In the public sector, there are increasing budget pressures. Since electricity is the largest budget items, the ability to efficiently control energy use is increasingly important. Work on more efficient price signals, including the Global Adjustment, could aid in this effort to reduce electricity use and costs.
- Increased educational outreach efforts from the IESO have been beneficial and should continue, particularly providing education that can directly result in cost savings. An example of this was the education provided for Class A Consumers about managing consumption during critical peaks.
- The Public Sector will be required to comply with provisions in the Green Energy and Green Economy Act. The most significant requirement is the submission of a five year energy plan. Much of the data used for these plans is from the IESO website, and so ensuring that access to this data continues is an important priority for the sector.