DRIVING TRANSFORMATION

Behavior, Energy & Climate Change (BECC) / November 12-15, 2023 / Sacramento, CA

Co-Convened by

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Behavior, Energy & Climate Change (BECC) / November 12-15, 2023 / Sacramento, CA

Panel: Equitably Engaging Indigenous Communities: Utility Perspectives

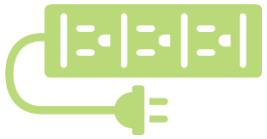
November 14, 2023

Kira Ashby | Moderator, Consortium for Energy Efficiency
Jessei Kanagarajan | Panelist, IESO
Katheleen Dixon | Panelist, Fortis BC
Amy Seabrooke | Panelist, BC Hydro
Mireya Norman | Panelist, Hawaiʻi Energy

About the IESO

- Reliably operate Ontario's province-wide system 24/7
- Plan for Ontario's future energy needs
- Enable competition and create efficient electricity markets
- Enable province-wide energy-efficiency
- Purposefully engage to enable informed decisions
- Support innovation
- Cybersecurity leadership
- Smart Metering Entity

17 Years of Conservation and Demand Management Programs



Ontario has saved 17.3 terawatt-hours (TWh) of electricity as a result of CDM programs since 2006 – equivalent to powering 1.9 million homes for one year

Over 250,000 residential consumers and businesses have participated in a Save on Energy program since 2011

Over 80 million energy-efficient actions have been undertaken since 2011

- This includes coupons redeemed, inefficient appliances collected for recycling, and projects completed through the replacement or installation of new devices or equipment

First Nations Energy-Efficiency Programs Overview

- The current suite of dedicated energy-efficiency programs targeting on- and off-reserve First Nations communities and community members includes:
  - Energy Affordability Program (on- and off-reserve)
  - First Nations Community Building Retrofit Program (on-reserve)
  - Remote First Nations Energy-Efficiency Program (on-reserve)
- First Nations community members can also participate in the general Save on Energy business programs

Equity Objective

- Equitable access to energy-efficiency programming and energy affordability.
- Support programs are offered at no cost* to participants.
- Most programs are offered using a direct install model - minimizing burden to the consumer.
- Benefits include utility bill savings, increased comfort, improved health & safety, local capacity building and helping the environment.

* Cost caps for certain programs

Successes

- **Engagement and buy-in:** Obtain support for program design through consultation and prior to implementing in a First Nations community through Band Counsel resolution and housing coordinator buy-in. Program launch events to meet with community members and promote program.
- **Leveraging local talent:** Recruit locally for roles including, but not limited to, Community Energy Champions, Community Coordinators, assessors, installers and general labourers.
- **Capability building:** Increase awareness of energy-efficiency opportunities and to enhance knowledge and develop skills in organizations and communities across Ontario so they can undertake energy-efficiency actions and participate in programs
- **Logistics planning:** Bulk ship and store energy efficiency products in remote communities when weather permits (i.e. when ice roads are open)
- **Sharing successes:** Motivate communities to participate by showcasing the successes of other communities.

Challenges

- **Historically entrenched trust issues:** Generational traumas in First Nations communities persist. Communities are often skeptical of new programs/initiatives offered.
- **Availability of key resources:** Limited resources are available to fill key roles to champion and/or deliver programs in communities. Skilled trades people are hard to recruit.
- **Remoteness of communities:** Ontario is over 1M sq. km (~400 sq. mi.) Certain communities are fly-in only or accessible in the winter via ice roads.
- **Language barriers:** English may not be understood by residents in the community.
- **Competing priorities:** First Nations communities have many challenges of higher priority than energy efficiency. Energy efficiency is not the solution to broader housing health and safety, quality of building stock and/or infrastructure issues.

About BC Hydro

BC Hydro is a provincial Crown corporation, owned by the Province of British Columbia, Canada. We are one of the largest energy suppliers in Canada, generating and delivering electricity to 95% of the population of British Columbia and serving approximately five million people. We report through the Ministry of Energy, Mines, and Low Carbon Innovation.

GENERATION

30
integrated hydro generating facilities

98%
of our electricity is generated from low-carbon or renewable sources

TRANSMISSION AND DISTRIBUTION

~80,000 km
of transmission and distribution lines

>300
substations

OUR CUSTOMERS

~5 million
people in our service territory

95%
of the province's population


Photo: Reconciliation Pole in Coast Salish Territory

Equity Objectives

Advance reconciliation with Indigenous Peoples
Maintain affordability for our customers

BC Hydro
Power smart

Photo: Local Installer from Gitga’at First Nation

Successes

Early engagement and co-design
Strengths-based approach
Trusted middle actors
Nudges in program applications

BC Hydro
Power smart


Photo: Solar installation at Kay ‘LInagaay, Haida Gwaii

Challenges

Awareness of systemic discrimination
Addressing broader BC Hydro impacts
Time required to meaningfully engage
Complexity of current program landscape
Uptake of deep energy retrofits

BC Hydro
Power smart

We’re a Canadian-owned, BC-based company with more than 2,500 employees across the province.

We proudly deliver renewable energy, natural gas and electricity to 1.2 million customers in 135 BC communities, and 58 First Nations communities across 150 Traditional Territories.

Equity Objectives

- **Energy and carbon reduction**
- **To partner with communities to reduce energy poverty**
- **A goal to help create healthier more comfortable homes and buildings**
- **To provide choice and adaptability to the needs of each community's own conservation goals**

FORTIS BC™

Successes

- **Climate Action Partners**
  - Initial 2-year commitment, $100,000 Cdn in two years, up to $80,000 for subsequent years
  - Designed by community
    - Requirements: must focus on energy efficiency or carbon reduction (RNG but mostly housing)
    - Making homes more comfortable and more affordable (building envelope or heating system) / ICCP / ECAP
      - Assist coordinate contractors, project management
      - Find grants from other funders
  - Report on Quarterly basis

FORTIS BC™

Challenges

- Bringing “solutions” to a community without initial or comprehensive discussions about their own goals and/or challenges
- Designing turn-key programs with no adaptability
- Fine-print / mass marketing collaterals

FORTIS BC™

Hawai‘i Energy

Accessibility & Affordability Programs: Equitably Engaging Indigenous Communities

Mireya Norman

Tuesday, November 14th 2023

ABOUT US

In 2009, the state enacted the Energy Efficiency Portfolio Standard (EEPS). Hawai‘i Energy was created to lead the charge toward the state's 4,300 GWh savings goal by 2030.

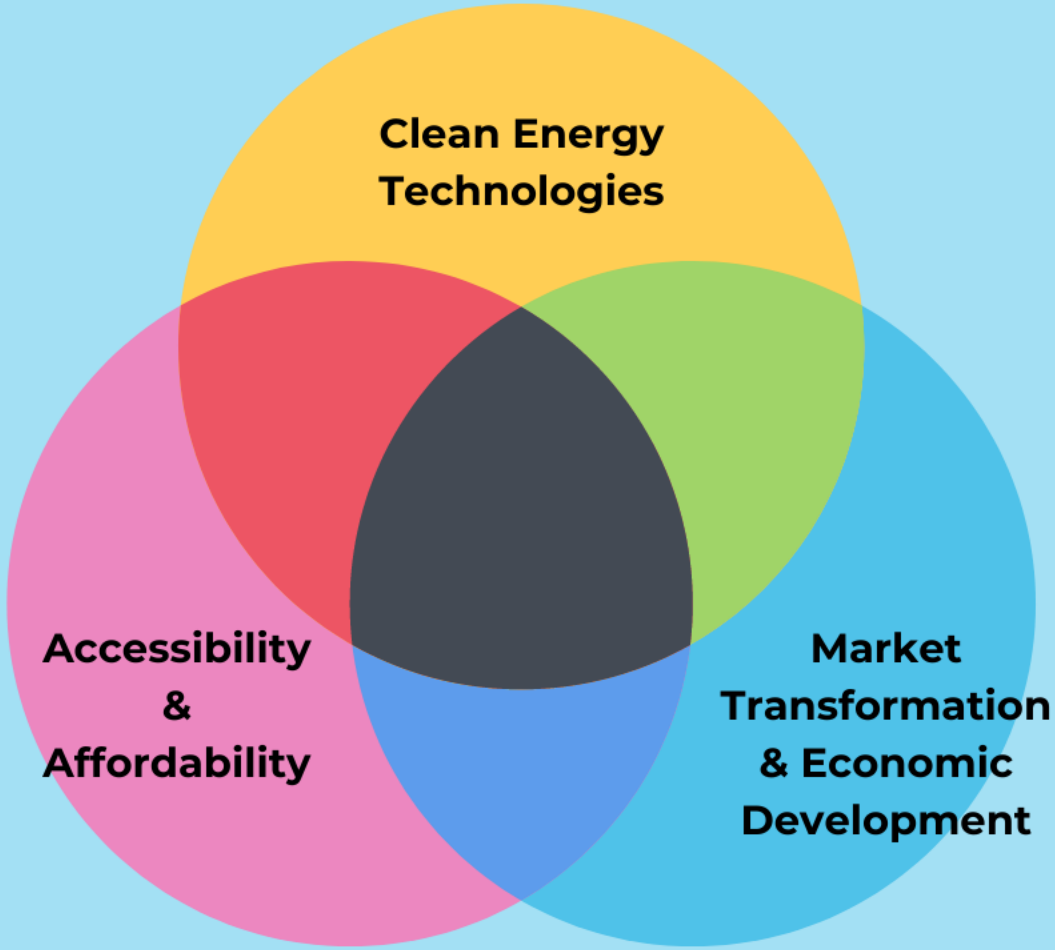
Hawai‘i Energy's mission is to help local families and businesses make smart energy choices.

PROGRAM PILLARS

Clean Energy Technologies
Accelerate Hawai'i's path to 100% through the installation of clean energy technologies

Accessibility & Affordability
Include everyone in the clean energy transition – ensuring access to programs and reducing the energy burden

Market Transformation & Economic Development
Fast-track workforce development and boost Hawai'i's economy



Over 60% of the Native Hawaiian Population meets ALICE® thresholds, the highest minority group in the State.

Accessibility & Affordability Programs

Appliance Trade-Ups (“Hui Ups”)

- Partnerships with community organizations
- Provide access to highly-subsidized energy-efficient appliances to remote and low-income ALICE® communities

Energy Smart 4 Homes

- No-cost energy-efficient equipment installations in multi and single-family homes

Direct Install Water Heating

- Increase access to energy-efficient water heating measures through full subsidy

Community Education

- Educate on the benefits of energy efficiency

What Has Worked

Community Based Energy Efficiency

- Partnering with trusted community organizations
- Surveying customer experience

Customer Outreach

- “Grassroots” outreach at farmers’ markets and food distribution events
- Using local community publications to disseminate information
- Providing a “live person” from our community partners as a resource

Coupling Program Offerings

- Offering several programs to customers at the same time as the appliance “Hui Ups”

Community Education

- Including educational workshops as part of “Hui Up” efforts

What Has Not Worked

Community Based Energy Efficiency

- Not every community-based organization is created equal

Logistics and Supply Chain Issues

- Appliance/water heater failures
- Delivery challenges

Customer Challenges

- Recipients not trading in old appliances
- Co-pay still too high for some populations
- Residents not wanting staff in homes
- Lack of trust due to earlier predatory solar company practices
- Information disseminated vastly different in every community

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