

**DEMANDE DE RENSEIGNEMENTS
D'HYDRO-QUÉBEC DISTRIBUTION
AU RNCREQ**

Référence : Témoignage de MM. Woolf et Raphals, page 8, ligne 17.

« Years of energy efficiency program experience has demonstrated that customers must be provided with sufficient financial incentives to adopt energy efficiency measures in order for programs to be fully successful in saving energy. »

Demande 1 :

Veillez préciser ce que l'on entend par « sufficient financial incentives ».

Référence : Témoignage de MM. Woolf et Raphals, page 8, lignes 18 à 21.

«... Too much emphasis on educational and informational materials, and not enough emphasis on financial incentives will not only miss a large portion of the potential cost-effective efficiency savings, it can also be a waste of efficiency funds and ratepayer money. »

Demande 2 :

Veillez préciser ce que l'on entend par « Too much ».

Référence : Témoignage de MM. Woolf et Raphals, page 9, lignes 6 à 8.

« In addition, the programs in the Plan do almost nothing to promote efficient equipment at the time of stock turnover – another critical lost opportunity market. »

Demande 3 :

Veillez préciser les mesures de promotion que le Distributeur devrait envisager "at the time of stock turnover" au-delà de ce qui est déjà prévu.

Référence : Témoignage de MM. Woolf et Raphals, page 21, lignes 5 à 23

« An in-home energy audit that includes all the proper program elements can assist residential customers in overcoming most or all of the market barriers to energy efficiency. An effective in-home energy audit should include the following elements :

- A trained technician visits the customer's home and conducts a computer-based evaluation of all electricity end-uses, and all opportunities to increase the efficiency of electricity consumption.
- The customer is provided with a detailed analysis of the energy uses in the home, the potential energy efficiency measures, the financial incentives offered through the program, the payback period for the customer, and information regarding the benefits of energy efficiency, including the environmental benefits.
- The customer is provided with the opportunity to ask questions about the energy audit.
- Low-cost measures are directly installed at the time of the visit.
- The customer is offered rebates for purchasing efficient appliances, as appropriate.
- The customer is provided with assistance in finding, hiring and paying for a contractor to install any additional efficiency measures, such as insulation.

This combination of these elements, provided in a face-to-face visit to a home, has proven to be the most effective way of overcoming the many market barriers that inhibit residential customers from installing efficiency measures. »

Demande 4 :

Les experts du RNCREQ peuvent-ils évaluer le coût moyen d'une intervention de ce type ainsi que démontrer, avec références à l'appui, son efficacité et son optimalité en terme de coût / bénéfice ?

Référence : Témoignage de MM. Woolf et Raphals, page 22, lignes 11 à 20.

« The increase in energy savings from a well designed in-home energy audit

program with suitable financial incentives will far outweigh the increase in costs associated with those audits.

HQD notes that their proposed diagnostic tool is “the cheapest and most efficient means to reach the greatest number of clients.” While this may be true, the goal is not to reach as many clients as possible. Reaching a client is useless if the client does not adopt efficiency measures. The goal is to realize the greatest portion of efficiency savings from the residential customers as a whole. In-home energy audits with suitable financial incentives will achieve this goal far better than diagnostic tools that require too much action from the customer. »

Demande 5 :

- a) **Veillez justifier cette affirmation, références à l'appui.**
- b) **Le cas échéant, veuillez fournir des exemples d'application de cette approche commerciale ayant fonctionné sur une grande échelle, ainsi que les données économiques permettant d'en apprécier la rentabilité.**

Référence : Témoignage de MM. Woolf et Raphals, page 20, lignes 16 et 17.

« Q. Please explain why the Energy Diagnosis Program is likely to achieve only a small portion of the residential energy efficiency potential.

et

Référence : Témoignage de MM. Woolf et Raphals, page 23, lignes 7 à 12.

« Another option is to set a threshold level of electricity consumption; only high-use customers above the threshold would be eligible for the in-home audit. Probably the most interesting option, however, is to use the results of the Diagnostic analysis to identify those customers with the greatest energy efficiency opportunities, and to provide in-home follow-up audits to ensure that high-use customers adopt a large portion of the Diagnostic recommendations. »

et

Demande 6 :

- a) **Dans les deux différentes références, parle-t-on de la même analyse de diagnostic ?**
- b) **Le suivi suppose-t-il une 2e visite ?**

Référence : Témoignage de MM. Woolf et Raphals, pages 23, ligne 29 et 24, lignes 1 et 2.

«...

replacing a 10-year old refrigerator with an efficient one can reduce its electricity consumption by roughly 50%; and efficient clotheswashers can reduce electricity use and water consumption by roughly 50% per load wash. »

Demande 7 :

Veillez fournir, pour les deux exemples fournis dans l'affirmation précédente, les calculs de coût unitaire de ces mesures, ainsi que l'aide financière optimale qu'il est recommandé d'offrir pour chacun de ces deux types d'appareils. Veuillez appuyer les calculs à l'aide de références précises (marque et numéro de modèle) pour ces appareils (anciens et nouveaux).

Référence : Témoignage de MM. Woolf et Raphals, page 26, lignes 6.

« Q. Please discuss your third concern about the Energy Diagnosis Program, that it does not provide customers with financial incentives to adopt efficiency measures.

A. One of the most important lessons from years of experience with utility-run energy efficiency programs is that significant financial incentives are necessary in order to motivate customers to take the time, make the effort, and make the investment to adopt energy efficiency measures. HQD seems to have taken this into account in designing its Commercial, Institutional & Industrial (CI&I) Programs, but it has inexplicably not applied it to the residential programs. Financial incentives are just as important for residential customers as for CI&I customers. Without financial incentives, the Energy Diagnosis Program is

unlikely to encourage even a very small portion of customers to adopt significant efficiency measures. It will therefore result in enormous lost opportunities, and will squander precious efficiency funds and ratepayer money. »

Demande 8 :

Veillez préciser et justifier les incitatifs qu'Hydro-Québec Distribution devrait envisager et les gains énergétiques additionnels qui en découlent.

Référence : Témoignage de MM. Woolf et Raphals, page 26, lignes 12 et 13.

« Financial incentives are just as important for residential customers as for CI&I customers. »

Demande 9 :

Veillez fournir les études ou sondages appuyant cette affirmation pour les clients résidentiels québécois.

Référence : Témoignage de MM. Woolf et Raphals, page 27, lignes 15 et 16.

«...

- Refrigerator replacements : \$100 to \$450, depending upon size and efficiency. »

Demande 10 :

Veillez fournir les modalités précises (\$ selon la taille et la consommation) de ce type de programme par entreprise qui l'offre, les budgets associés par intervenant (exemples : entreprise, État, manufacturier, détaillants, clients participants), la durée du programme, ainsi que les résultats obtenus par rapport aux objectifs originaux, avec références à l'appui.

Référence : Témoignage de MM. Woolf et Raphals, pages 27, lignes 25 à 27 et 28, lignes 1 à 9.

« Q. What do you recommend with regard to the Energy Diagnosis Program?

A. The Energy Diagnosis Program should be fundamentally overhauled in order to obtain greater efficiency savings. First, HQD should offer — directly or through contracting organizations — in-home energy audits, at least to those customers with the greatest potential to adopt cost-effective efficiency measures. Second, it should be expanded to include those electric end-uses that are not addressed by the diagnostic tool, including programmable thermostats for space heating; replacement of old refrigerators with new efficient ones; duct sealing for existing heating, ventilation and air conditioning systems; and replacement of existing clotheswashers with high-efficiency front-loading washers. Third, HQD should provide financial incentives to cover a portion of the additional costs associated with efficiency measures. »

Demande 11 :

- a) **Selon les experts du RNCREQ, le coût de ces audits devrait-il être assumé par les clients participants ?**
- b) **À combien les experts du RNCREQ estiment-ils le coût d'un audit ?**

Référence : Témoignage de MM. Woolf et Raphals, page 29, lignes 8 à 13.

« Q. Would a similar offer increase the penetration of the Energy Diagnosis Program?

A. Yes. For example, offering free or heavily discounted access to materials to solve infiltration problems (e.g. weatherstripping, caulk and plastic film for windows) would make the program more attractive to the general public and would also result in substantial energy savings. »

Demande 12 :

- a) **Veillez préciser ce que l'on entend par "substantial energy savings" dans le cadre de ce programme ?**
- b) **Quelle est la durée de vie associée à ces mesures ?**

Référence : Témoignage de MM. Woolf et Raphals, page 33, lignes 1 à 10.

« Q. Please comment on the AEÉ Inspection Plus Program.

(...)

However, this program suffers from the same flaw as the other residential programs : there is not enough financial support to encourage home owners and builders to adopt efficiency measures. »

Demande 13 :

- a) **Veillez préciser le niveau d'aide financière (exprimé en \$ ou en pourcentage du coût des travaux) que les experts du RNCREQ proposent et les gains énergétiques additionnels anticipés et ce, en distinguant les propriétaires de maison et les entrepreneurs en construction pour le programme Inspection Plus de l'AEÉ.**
- b) **Veillez préciser sur quel critère décisionnel du client le calcul est appuyé.**

Référence : Témoignage de MM. Woolf et Raphals, page 33, lignes 22 à 28.

« Q. Please comment on the AEÉ Novoclimat Program.

(...)

However, it does not provide any financial incentives to encourage participants to adopt efficiency measures – homeowners and builders must pay for all of the additional costs of efficiency measures. »

Demande 14 :

- a) **Veillez préciser le niveau d'aide financière (exprimé en \$ ou en pourcentage du coût des travaux) que les experts du RNCREQ proposent et les gains énergétiques additionnels anticipés et ce, en distinguant les propriétaires de maison et les entrepreneurs en construction pour le programme Novoclimat de l'AEÉ.**
- b) **Veillez préciser sur quel critère décisionnel du client le calcul est appuyé.**