Energy Efficiency Program Proposal

ThermWise® Home Energy Plan Program

Program Overview

Description

The ThermWise® Home Energy Plan Program targets residences receiving service on the GS residential rate schedule. The home energy plan includes three separate delivery channels. Customers will be able to request a self-completed mail-in plan at no charge. Customers may also request that an Enbridge Gas technician come to their home to perform an in-home energy plan in-person or request a virtual energy plan through a phone call or video conference. Enbridge Gas will require customers to pay a $25 fee per residence for the in-home or virtual plan; the fee is added to the customer's Enbridge Gas bill. This fee is fully refundable upon implementation of any qualifying Enbridge Gas, energy efficiency rebate measure, by way of a credit to the customer's Enbridge Gas bill.

With all home energy plan options (mail-in, in-home, or virtual), participating customers will receive a customized report recommending home improvements that can be implemented to reduce natural gas usage. During the process and based on need, Enbridge Gas will offer certain energy efficiency measures identified in Table 2 at no charge.

The Company will continue to focus on reaching underserved market segments. Multifamily property owners have proven to be receptive to the Energy Plan Program and will continue to be targeted. As scheduling allows, the Company may target senior homeowners, and will continue to waive the $25 fee for the lower-income seniors targeted for participation in the Home Energy Plan Program. The Company will continue to review the energy plan process to examine ways to increase customer participation and improve the customer's customized energy efficiency plan. Changes would not alter the general framework of the program as outlined above but merely expand on and enhance the elements already in place.

Program Design

Program Measures

Qualifying Customers

Residences in the Enbridge Gas Utah service territory billed on the GS residential rate schedule are eligible to participate in the ThermWise® Home Energy Plan program.

Measure Eligibility

For a complete list of minimum efficiency requirements and rebate amounts, see section 2.13 of the Enbridge Gas Utah Tariff.

Projected Participants

Table 1 summarizes the projected number of energy plans to be conducted in 2025.

Table 1. 2025 Energy Plan Program Participants

	Participants	Households
Single Family	2,200	2,200
Multifamily	40	2,000*
Total	**2,240**	**4,200**

*Assumes 50 apartments per complex.

Customer Participation Process

Mail-In Energy Plans

Customers should be able to complete the mail-in plan survey within 30 to 60 minutes. The process will require customers to walk around their homes and collect information about natural gas-consuming appliances and equipment (e.g., number, location, size, model number, etc.) as well as building shell information, but will not require any special equipment, skills or detailed measurements to be taken.

Information from completed and returned surveys will be used to prepare a customized report for the customer. The report will contain the estimated breakdown of natural gas consumption by major end-use calibrated to the customer's past usage history if available. The report will also contain a prioritized list of recommended energy efficiency measures that the customer should implement, based on estimated cost, payback, and, complexity. Where applicable, information on how to apply for available rebates from Enbridge Gas will also be included.

Customers who have taken advantage of the mail-in energy plan must request a blower door test in order to be eligible for air sealing measures. Enbridge Gas will make every effort to explain to customers the difference between the mail-in energy plan and the in-home energy plan.

In-Home Energy Plans

Enbridge Gas customers requesting an in-home energy plan from one of Enbridge Gas's Energy Experts may be required to complete a basic questionnaire (e.g., customer information, usage patterns, etc.). If the number of in-home energy plan requests exceed Enbridge Gas's ability to complete them in a timely manner, customers may be screened and prioritized based on age of house, natural gas usage, size of house, age of appliances, eligibility for weatherization assistance, and ability to complete the mail-in energy plan process or other metrics identified by Enbridge Gas.

The in-home energy plan process will collect and/or augment the following customer information:

- Building shell information (e.g., insulation levels, window types and sizes, conditioned square footage, etc.)
- Gas appliance information (e.g., number, type, age, size, etc.)
- Heating system information (e.g., age, size, model number, nameplate efficiency, etc.)
- Usage patterns (e.g., temperature set points, number of occupants, etc.)
- Primary infiltration reduction opportunities identified by visual inspection and blower door testing (e.g., sealing windows, doors, electrical outlets, plumbing vents, fireplace dampers, etc.)

Virtual Energy Plans

Enbridge Gas customers requesting a virtual energy plan may be required to complete a basic questionnaire (e.g., customer information, usage patterns, etc.) prior to a scheduled phone call or video conference with the Company's Energy Expert. During the phone call or video conference, the Energy Expert will guide the customer to areas of the home to gather the additional information necessary to complete the customized report for the customer.

Projected Savings

Energy Plan related efficiency measures (listed in table 2) are provided but not installed by the Company.

Table 2 presents the estimated gross customer savings.

Table 2. Energy Plan Efficiency Measure Gross Savings Estimates (Dth/yr.)

Program Year	Pipe Insulation	Faucet Aerator	Low Flow Shower Head	Total
Quantity	3,120	3,840	5,200	**12,160**
Annual Savings	5,200	1,690	30,108	**36,166**

Program Limitations

ThermWise® Home Energy Plan limitations are defined in Section 2.13 of the Enbridge Gas Utah Tariff.

Implementation

This program is currently in the marketplace. Upon Commission approval, implementation activities will begin for the new program year in order to continue January 1, 2025.

Enbridge Gas's, Energy Experts will continue to perform blower door testing to pre-qualify customers for the air-sealing measure and recommend other measures that have the potential to increase energy efficiency. Other components of the energy plan may change slightly based on any program redesign recommendations, but basic framework will remain unchanged.

Administration

The program administration represents the on-going delivery of the program. All internal systems, processes, and procedures have been created and are in place. The Company is proposing to continue this program in 2025.