

1 **Q. Re: Rates Schedules, page 20 of 47.**

2 Have any costs been incurred with respect to Conservation and Demand
3 Management programs offered to Labrador isolated customers? If so, please
4 describe and quantify them, and explain how these costs are to be recovered. If
5 not, please explain in detail why these customers have been excluded from the
6 Conservation and Demand Management program.

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9 **A.** There have been programs available and offered to Labrador Isolated customers.
10 Based on eligibility requirements, customers located in the Labrador Isolated
11 communities are currently able to avail of rebates through Hydro's CDM programs
12 referenced below. The residential programs are available to residential customers
13 with electricity consumption of 15,000 kWh/year or greater.

- 14 • Residential Insulation Program – Provides rebates for insulation upgrades in
15 attics and basements through mail-in rebate. Incentives are determined at 1
16 cent per eligible increased R-value per square foot of attic upgrade and 2
17 cents per square foot of eligible increased R-value for basement walls.
- 18 • Residential Energy Star Windows Program – Provides rebates for the
19 installation of Energy Star Windows through mail-in rebate. Incentives are
20 \$2 per square foot of eligible window installed.
- 21 • Residential Thermostat Program – Provides rebates for the installation of
22 digital or programmable thermostats through mail-in rebate. Incentives
23 provide a \$5 rebate per eligible electronic thermostat and a \$10 rebate per
24 eligible programmable thermostat.
- 25 • Commercial Lighting Program – Provides cost reductions for high-efficient
26 lighting options when purchased from participating distributors. Cost
27 reductions vary according to the lighting technology purchased.

- 1 • Isolated Systems Community Energy Efficiency Program – Please refer to IN-
2 NLH-012.
- 3 • Isolated Systems Business Efficiency Program – Provides financial incentives
4 to businesses that conduct retrofit projects. This is a customized program
5 with incentives offered based on first-year energy savings, at a rate of 40
6 cents per kWh.

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8 Program costs are not tracked separately for the Labrador Isolated System but are
9 included with expenditures for the Island Interconnected and Island Isolated
10 Systems. The costs have been separated where possible in the response to NP-
11 NLH-104. The proposed recovery mechanism is outlined in Hydro's 2013 GRA,
12 Volume I, Section 4.7, Other Deferral and Recovery Mechanisms.