

1 Q. **Re: NP-NLH-104**

2 It is indicated (p. 2, lines 5-6) that “Participation in provincially offered programs by
3 customers on these [Isolated and Anse au Loup (*sic*)] systems is minimal,” and that
4 (p. 3, line 2) “the Isolated Systems Energy Efficiency Program will continue through
5 2014.”

6 Please explain:

- 7 • why participation in provincially offered programs by customers in the Isolated and
8 Anse au Loup (*sic*) systems is minimal, and
9 • if the Isolated Systems Energy Efficiency Program is expected to continue after 2014
10 and, if not, why not.

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13 A. Participation in all of takeCHARGE’s energy efficiency rebate programs is at the
14 discretion of the customer and an estimated 15% of customers in this group are
15 eligible to participate.¹ Research conducted through customer surveys indicates, at
16 a provincial level, the top reasons why people do not engage in energy efficiency
17 are a feeling that they have done all that they need to do to their homes; they lack
18 the skill and know-how to undertake significant changes; they feel they cannot
19 afford it; or are skeptical that the work would be worth the effort.²

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21 The Isolated Systems Community Energy Efficiency Program was developed with a
22 three-year delivery strategy and will close in 2014. A component of the work for
23 2014 will be to provide recommendations for next steps.

¹ NLH Domestic Customer Survey, Spring 2010

² 2012 takeCHARGE Tracking Study, completed by Focal Research