Q. (Reference EV Load Management Pilot Project, page 11) It is stated "*Newfoundland Power surveyed 19 electric utilities across Canada and identified 10 utilities that have concluded or are currently completing or developing EV load management pilot projects. Of these 10 utilities, two utilities have used the results of their pilot projects to launch fulsome programs to manage EV charging load*."

a) Why are 9 of the 19 electric utilities surveyed not completing EV load management pilot projects?

b) Please identify the reasons why some of the utilities in the survey chose not to pursue passive load management strategies.

c) Did Ontario and Alberta utilities choose to pursue only passive load management strategies, and if so, why?

d) Are the results of the 5 completed load management pilots indicated in Attachment B available? If so, please provide copies for the record.

e) Please file for the record copies of the programs to manage EV charging load that have been launched by the two utilities identified in the survey.

f) Why do we require any further EV pilot projects when so many are readily available without spending $1.5 million on duplicated efforts?

A. a) Newfoundland Power's survey aimed to understand how Canadian utilities have approached pilot projects for EV load management and did not collect information on why some utilities have chosen not to explore such projects. The Company is generally aware through conversations with these utilities that some are considering the development of EV load management pilot projects in the coming years. Additionally, Manitoba Hydro, which has not yet conducted a pilot project, has indicated that it contracted Dunsky Energy + Climate Advisors ("Dunsky") to assess the impacts of EV adoption in Manitoba and is currently evaluating its options for load management.[1]

b) In comparison to active load management, passive load management typically achieves lower peak demand reductions, but also carries a lower implementation cost. Generally, whether a utility decides to pursue passive or active load management strategies would depend on various factors. This could include the utility's experience with demand management and customer acceptance within its jurisdiction. It could also include the characteristics of its electrical system, including the costs and benefits of achieving peak demand reductions and any applicable targets. Utilities targeting higher peak demand reductions or more certainty in the amount of peak demand reduced may opt to chose active load management strategies over passive strategies.

c) No, Ontario and Alberta utilities have pursued a mix of active and passive load management strategies. As examples, Hydro Ottawa's pilot program will be pursuing active load management strategies and FortisAlberta's pilot program is pursuing both active and passive strategies.

[1] See Manitoba Hydro's *2023/24 & 2024/25 General Rate Application*, Appendix 2.1, page 25, and Information Request MIPUG/MH I-10 in relation to the same.

d) To Newfoundland Power's knowledge, the detailed results of the completed pilot projects are not currently publicly available. ENMAX Power has provided a high-level summary of the preliminary results of its pilot project. ENMAX Power's preliminary findings were:

(i) Participants responded well to a 3.5 cent reward for every kilowatt-hour of charging between 10pm and 6am with roughly 70% of charging taking place overnight when grid demand is lowest;
(ii) Participants who received educational information demonstrated similar charging habits to the control group with no measurable change in charging behaviour; and
(iii) On average, EV users plugged in their vehicles for 13 hours a day, but only required 9.4 kWh of charging (less than two hours) to top up their batteries.[2]

While high level, ENMAX Power's preliminary results demonstrate that valuable information can be gained by completing a pilot project on EV load management.

e) See Attachment A for a copy of BC Hydro's program, obtained via www.bchydro.com. See Attachment B for a copy of Hydro-Québec's program, obtained via www.hiloenergie.com.

f) See part a) of the response to Request for Information CA-NP-006.

[2] See ENMAX Power, www.enmax.com, *"ENMAX Power concludes Alberta's first EV smart charging pilot,"* accessed June 2023.

ATTACHMENT A:

BC Hydro – Peak Rewards Demand Response Pilot

Peak Rewards

ENERGY MANAGEMENT TRIALS

- Exclusive offers for homes in Hope
- HydroHome trial
- Peak Rewards
- Energy capacity management trial

Earn rewards for participating with your smart devices

Get more from your home's smart devices by allowing us to remotely adjust their operation for brief periods to manage the demand on our electrical system.

Register your products

How it works

Throughout the year, we'll hold periodic 'peak time events'. During these events, we'll remotely adjust your connected smart home device(s). This may include delaying the start of charging your electric vehicle (EV) or lowering the temperature on your smart thermostat by a degree or two.

Each event will last no more than four consecutive hours. You can opt out of the event at any time, and you'll always maintain full override control of your connected devices. After an event ends, your device will return to its normal operation.

You'll receive a $50 reward for each device type that you register in the program, and there are three eligible device types.

Eligible smart home devices:

Smart thermostat

Networked EV chargers

- ChargePoint Level 2 networked EV chargers
- JuiceBox Level 2 networked EV chargers
  - Jeep Brand Level 2 networked EV chargers
  - Chrysler JuiceBox 32 Hardwired Residential; Plug-In Residential 14-50
  - Volvo Juicebox 32 Plug-In Residential 14-50
- SWTCH networked EV chargers*

*Only an eligible product for multi-unit residential buildings that participate in this program. Contact your strata or SWTCH Energy for more information.

Load controller

Eligibility

To be eligible for the program, you must be the BC Hydro account holder and the owner of your residence. See additional eligibility criteria below for specific device types.

If you're registering an EV charger, you must:

- Own a plug-in electric vehicle.
- Have an eligible EV charger that's always connected to the internet, or be a SWTCH user living in a participating building.
  - SWTCH users don't need to own their residence.

If you're registering a smart thermostat for a load controller, you must:

- Have an eligible thermostat or load controller that's always connected to the internet.

Ineligible customers

- You can't participate in this program if your BC Hydro account is on the E-Plus rate.
- If you're already participating in other energy management trials using the HydroHome app, you can't participate in this program until those trials end.

How to register

Peak Rewards program registration is done via the manufacturer of each eligible smart home device. Here's how to register based on the type of device(s) you own:

- **Sinopé**: Activate the "Eco Sinopé" feature in the NeviWeb app.
- **Mysa**: Eligible customers will receive an email with instructions. If you didn't receive an email or recently purchased your device(s), email Mysa for assistance.
- **Ecobee:** You'll receive an in-app notification inviting you to upgrade to eco+ and to join the air conditioning pilot.
- **ChargePoint:** Email ChargePoint for assistance. ChargePoint registration closed January 3, 2023.
- **SWTCH:** Eligible users can register via the SWTCH app.
- **JuiceBox, Jeep, Chrysler and Volvo:** Submit the registration form on the JuiceBox website.

Note: If you've previously participated in our Peak Rewards pilot program (prior to April 2022), you'll need to register again.

Once your registration is submitted, we'll review your information and send you an email with more information and next steps within 10 business days.

See the program terms and conditions [PDF, 470 KB] for full program details.

Have questions?

Review our frequently asked questions below. If you still need help, please email us.

My device isn't working as expected. What do I do?

When do peak time events happen?

What happens during an event?

How do I know when events are taking place?

How do I opt out of an event?

When do I get my reward?

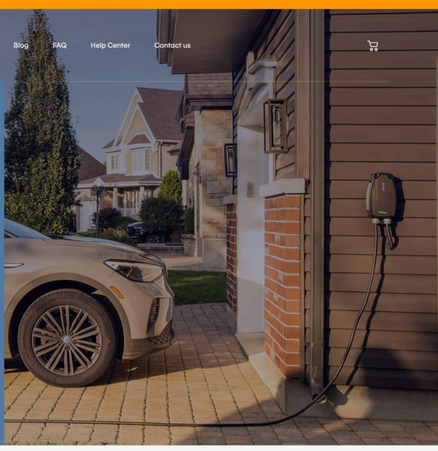
Why don't you support more devices?

ATTACHMENT B:

Hydro-Québec – Hilo EV Challenges Pilot

A smart solution for recharging electric vehicles

Certain EVduty home charger models can be connected to the Hilo application thanks to our partnership with Eimec. It's a smart way to charge your vehicle while earning rewards during Hilo challenges.



Compatible chargers

The following EVduty home charger models can be added in the Hilo application. Designed and manufactured in Québec, they're one of the most popular chargers on the market in the province.

Partner product

EVduty-40 Smart-Home charging station (30 amps)

> See the chargers

Partner product

EVduty-60 Smart-Home Charging Station (48 amps)

> See the chargers

How does it work?

Already customer?

Get the solution for $0*

If you already have our heating solution, you can add your compatible home charger to the Hilo app now and take advantage of the free Smart-Home programming update.

> Learn more

New customer?

Get the starter kit for $49.99*

The starter kit includes the Hilo hub and two smart plug-in switches. Once you've added your charger to the app, you'll be able to participate in the challenges.

> Start my order

Continue my order

*Price valid with a 3 year contract and commitment to participate in Hilo challenges.

Benefits for the road ahead

The solution is free

The solution for electric vehicle charging is offered for $0 if you already own the Hilo hub (included in the starter kit).

Cash rewards

The Hilo solution lets you earn cash rewards for taking challenges during peak periods.

Smart-Home update included

The Smart-Home update for your EVduty charging station, at a value of $100, is included.

> Learn more

As easy as 1-2-3

Simply add your compatible charger in the Hilo app and you're done!

> Learn more

The Hilo challenges

Hilo challenges pay off!

Every winter, during peak periods, Hilo launches energy reduction challenges.

It's simple: the more you participate, the more cash rewards you earn - customers earn an average of $140 per winter.

> Discover the challenges

What's new at Hilo?

Don't miss a beat. Subscribe to our newsletter.

Sign me up