



Savings **Results**



Savings Results

2018 marked the end of our first three-year electricity efficiency plan. Electrical energy saving targets are regulated by the Nova Scotia Utility and Review Board and funded by electricity ratepayers.



Total GWh saved: 419 GWh – the annual electrical energy use of over 33,000 average Nova Scotian households

2016-2018 Target: 405.9 GWh

Residential Electrical Energy Savings

	2018	2016-2018
Appliance Retirement	3 GWh	8 GWh
Instant Savings	22 GWh	76 GWh
Home Energy Assessment	6 GWh	18 GWh
Green Heat	4 GWh	11 GWh
Efficient Product Installation	13 GWh	50 GWh
New Home Construction	5 GWh	12 GWh
Residential Subtotal	53 GWh	175 GWh

Business, Non-Profit & Institutional Electrical Energy Savings

	2018	2016-2018
Business Energy Rebates	75 GWh	160 GWh
Custom	12 GWh	54 GWh
Energy Management Information Systems	2 GWh	5 GWh
Small Business Energy Solutions	10 GWh	22 GWh
Strategic Energy Management	1 GWh	4 GWh
Business, Non-Profit & Institutional Subtotal	100 GWh	245 GWh

Savings Results

Our targets to save energy and reduce greenhouse gas emissions (GHG) from other fuels, like home heating oil, are funded by the Province of Nova Scotia and the Government of Canada. Our Low Income Services have a four-year savings target concluding in 2019. Our Low Carbon Homes Services have a four-year savings target concluding in 2022.

Non-Electrical/PNS Energy Savings			
	Energy Savings (GJ)	GHG Savings (Tonnes)	
Low Income Services	2018	2018	93% of 4-year target concluding in 2019
HomeWarming	59,871	3,839	
Efficient Products Installation	6,656	427	
Affordable Multifamily Housing	946	61	
Low Carbon Homes Services*	2018	2018	2% of 4-year target concluding in 2022
Green Heat	14,232	258	
Home Energy Assessment	1,237	79	
Instant Savings	3,546	227	
Efficient Products Installation	1,425	91	
SolarHomes	1,651	280	
Total Non-Electrical Energy Savings	89,564 GJ	5,262 Tonnes	

Note: Results reflect 2016-2018 evaluated electrical energy savings and 2018 non-electrical energy and GHG savings.

*Low Carbon Homes Services launched in July, 2018

2018 Performance



CATEGORY

Financial and Energy Savings

Measurement	DSM ¹	PNS ²
First year cost per unit of energy saved	2018 Target: ≤ \$0.25/kWh 2018 Result: \$0.22/kWh	Low Income Services: 2015-2019 Target: ≤ \$230/GJ 2015-2018 Result: \$202/GJ Low Carbon Services: 2018-2022 Target: ≤ \$53/GJ 2018 Result: \$90/GJ
Energy savings achieved	2018 Target: 138.3 GWh (+/-5%) 2018 Result: 151.4 GWh	Low Income Services: 2015-2019 Target: 243,839 GJ 2015-2018 Result: 226,578 GJ Low Carbon Services: 2018-2022 Target: 1,016,300 GJ 2018 Result: 22,091 GJ
Demand Savings	2018 Target: 25.9 MW (+/-5%) 2018 Result: 25.5 MW	

¹ Demand-side Management (DSM) refers to programs that promote and manage the efficient use and conservation of electricity. This work is funded by Nova Scotia Power (NS Power), pursuant to legislation requirements within the Public Utilities Act (PUA). The PUA requires that NS Power purchase electricity efficiency and conservation activities from the electricity efficiency franchise holder. EfficiencyOne is the current electricity efficiency franchise holder (the Efficiency Nova Scotia franchise) and is a public utility regulated by the Nova Scotia Utility and Review Board.

Peak Demand savings correspond to the demand savings that coincide in time with the peak demand of the entire electricity system. The projected electricity-demand peak period in Nova Scotia is between 5 p.m. and 7 p.m. in the months of December to February on non-holiday weekdays.

² The Province of Nova Scotia (PNS) and the Government of Canada fund programs that promote or manage efficient use and conservation of non-electric fuels, like home heating oil.

2018 Performance

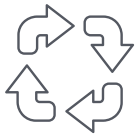


CATEGORY

Environmental Impact

	2018 Target	2018 Result
GHG emission reductions achieved from programs and services	83 kt*	92 kt

*kt = kilotonne



CATEGORY

Process

	2018 Target	2018 Result
On-time delivery of key processes	≥ 80%	79%



CATEGORY

Customer

	2018 Target	2018 Result
Average overall customer satisfaction score out of 100	≥ 88%	91%



CATEGORY

People

	2018 Target	2018 Result
Employee engagement	≥ 88%	90%