## Schedule 3.8

Retention Program and Incentive Program Report

## 1 Retention Program and Residential Incentive Program Report

- 2 The Board approved \$100,000 for a commercial retention program and \$100,000 for a residential
- 3 incentive program in EGNB's 2017 rate application. Set out below is information on the
- 4 programs for the year ending 2016 and information to date for 2017.

## 5 <u>Retention Program</u>

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- 6 As outlined in Matters 306 and 330, this program is available to qualifying MGS, LGS and CGS
- 7 customers. Each potential customer is evaluated individually based on variables and qualifying
- 8 conditions which include:
  - Customers must prove that they have been offered a competitive program in writing
- Customers must sign a contract with EGNB for a specific period of time
- Customers must continue to use natural gas for a specific period of time or they must return all funds to EGNB
- MGS customers sign a contract to remain on the system a minimum of two years. LGS and CGS
- customers sign a contract to remain on the system a minimum of one year. Set out below is
- information on the Retention Program for 2016:

					Annual
			Amount	ı	Revenue
1	Customer	Rate Class	payable		Saved
2	Customer 1	LGS	\$ 7,000	\$	28,916
3	Customer 2	LGS	\$ 7,000	\$	37,786
4	Customer 3	LGS	\$ 7,000	\$	28,770
5	Customer 4	MGS	\$ 7,200	\$	12,705
6	Customer 5	MGS	\$ 7,564	\$	17,696
7	Customer 6	MGS	\$ 7,500	\$	18,077
8	Customer 7	LGS	\$ 5,400	\$	22,161
9	Customer 8	MGS	\$ 6,500	\$	10,298
10	Customer 9	MGS	\$ 6,500	\$	11,697
11	Customer 10	MGS	\$ 7,000	\$	12,708
12	Customer 11	MGS	\$ 5,000	\$	9,116
13	Customer 12	LGS	\$ 2,500	\$	26,935
14	Customer 13	MGS	\$ 2,350	\$	11,071
15	Customer 14	LGS	\$ 6,075	\$	18,302
			\$ 84,589	\$	266,239

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Set out below is information on the Retention Program for 2017 as at June 30<sup>th</sup>.

1	Customer	Rate Class	Amount Payable	Rev	Annual venue Saved
2	Customer 1	LGS	\$ 4,000	\$	28,008
3	Customer 2	LGS	\$ 4,000	\$	23,739
4	Customer 3	LGS	\$ 4,000	\$	28,205
5	Customer 4	MGS	\$ 2,000	\$	14,204
6	Customer 5	CGS	\$ 15,750	\$	77,943
7	Customer 6	CGS	\$ 11,500	\$	60,975
			\$ 41,250	\$	233,073

- For the remainder of 2017, account managers will continue to evaluate the market and potential
- 4 competitive offers. EGNB will respond accordingly with offers that are beneficial to the
- 5 customer and the utility as per the program parameters.
- 6 For 2018, the budget for the program will be maintained at the current level of \$100,000. For
- 7 2019, the program will be reduced to \$50,000 as the typical historical price variance between
- 8 natural gas and propane is expected to continue to trend favorably.
- 9 EGNB will continue to provide a report to the Board quarterly along with the financial
- 10 statements.

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## 11 Residential Incentive Program

- 12 As outlined in Matters 306 and 330, this program is available to qualifying SGS customers. New
- natural gas customers will qualify for an incentive up to \$2000 depending on the amount of GJs
- 14 estimated to consume and the equipment being selected for installation. Qualification
- 15 requirements include:
  - New natural gas residential customers only
  - Property must currently have access to a natural gas pipeline
- New home construction or existing home retrofit
- 19 Customers will sign a form confirming details and provide receipts with a requirement to burn
- 20 natural gas for a minimum of two years. Amounts are not payable until all appliances are
- 21 inspected and turned on.

Set out below is information on the Residential Incentive Program for 2016:

Customer 1         S 2,000         77         \$ 1,953           3 Customer 2         \$ 2,000         134         \$ 3,078           4 Customer 3         \$ 1,609         75         \$ 1,913           5 Customer 4         \$ 1,609         60         \$ 1,617           6 Customer 5         \$ 2,000         40         \$ 1,222           7 Customer 6         \$ 1,894         84         \$ 2,091           8 Customer 7         \$ 2,000         75         \$ 1,913           9 Customer 8         \$ 2,000         109         \$ 2,585           10 Customer 9         \$ 1,225         97         \$ 2,348           11 Customer 10         \$ 2,000         65         \$ 1,716           12 Customer 11         \$ 1,163         70         \$ 1,814           13 Customer 12         \$ 1,582         42         \$ 1,261           14 Customer 13         \$ 2,000         85         \$ 2,111           16 Customer 14         \$ 2,000         85         \$ 2,111           16 Customer 15         \$ 2,000         42         \$ 1,261           17 Customer 16         \$ 2,000         42         \$ 1,261           17 Customer 17         \$ 2,000         57         \$ 1,558			Δ	mount	Annual	-	2 Years
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27         Customer 26         \$ 2,000         54         \$ 1,498           28         Customer 27         \$ 2,000         54         \$ 1,498           29         Customer 28         \$ 2,000         54         \$ 1,498           30         Customer 29         \$ 2,000         54         \$ 1,498           31         Customer 30         \$ 2,000         54         \$ 1,498           32         Customer 31         \$ 2,000         54         \$ 1,498           33         Customer 32         \$ 2,000         54         \$ 1,498           34         Customer 33         \$ 2,000         54         \$ 1,498           35         Customer 34         \$ 2,000         54         \$ 1,498           36         Customer 35         \$ 2,000         54         \$ 1,498           37         Customer 36         \$ 2,000         54         \$ 1,498           38         Customer 37         \$ 2,000         54         \$ 1,498           39         Customer 38         \$ 2,000         54         \$ 1,498           40         Customer 40         \$ 2,000         54         \$ 1,498           41         Customer 41         \$ 2,000         54         <							
28         Customer 27         \$ 2,000         54         \$ 1,498           29         Customer 28         \$ 2,000         54         \$ 1,498           30         Customer 29         \$ 2,000         54         \$ 1,498           31         Customer 30         \$ 2,000         54         \$ 1,498           32         Customer 31         \$ 2,000         54         \$ 1,498           33         Customer 32         \$ 2,000         54         \$ 1,498           34         Customer 33         \$ 2,000         54         \$ 1,498           35         Customer 34         \$ 2,000         54         \$ 1,498           36         Customer 35         \$ 2,000         54         \$ 1,498           37         Customer 36         \$ 2,000         54         \$ 1,498           38         Customer 37         \$ 2,000         54         \$ 1,498           39         Customer 38         \$ 2,000         54         \$ 1,498           40         Customer 40         \$ 2,000         54         \$ 1,498           41         Customer 41         \$ 2,000         54         \$ 1,498           42         Customer 42         \$ 2,000         54         <		Customer 25					-
29         Customer 28         \$ 2,000         54         \$ 1,498           30         Customer 29         \$ 2,000         54         \$ 1,498           31         Customer 30         \$ 2,000         54         \$ 1,498           32         Customer 31         \$ 2,000         54         \$ 1,498           33         Customer 32         \$ 2,000         54         \$ 1,498           34         Customer 33         \$ 2,000         54         \$ 1,498           35         Customer 34         \$ 2,000         54         \$ 1,498           36         Customer 35         \$ 2,000         54         \$ 1,498           37         Customer 36         \$ 2,000         54         \$ 1,498           38         Customer 37         \$ 2,000         54         \$ 1,498           39         Customer 38         \$ 2,000         54         \$ 1,498           40         Customer 40         \$ 2,000         54         \$ 1,498           41         Customer 41         \$ 2,000         54         \$ 1,498           42         Customer 42         \$ 2,000         54         \$ 1,498           43         Customer 43         \$ 2,000         54         <	27	Customer 26					
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31 Customer 30 \$ 2,000 54 \$ 1,498 32 Customer 31 \$ 2,000 54 \$ 1,498 33 Customer 32 \$ 2,000 54 \$ 1,498 34 Customer 33 \$ 2,000 54 \$ 1,498 35 Customer 34 \$ 2,000 54 \$ 1,498 36 Customer 35 \$ 2,000 54 \$ 1,498 37 Customer 36 \$ 2,000 54 \$ 1,498 38 Customer 37 \$ 2,000 54 \$ 1,498 39 Customer 38 \$ 2,000 54 \$ 1,498 40 Customer 39 \$ 2,000 54 \$ 1,498 41 Customer 40 \$ 2,000 54 \$ 1,498 42 Customer 41 \$ 2,000 54 \$ 1,498 43 Customer 42 \$ 2,000 54 \$ 1,498 44 Customer 43 \$ 2,000 54 \$ 1,498 45 Customer 44 \$ 2,000 54 \$ 1,498 46 Customer 45 \$ 2,000 54 \$ 1,498		Customer 28		2,000	54		1,498
32         Customer 31         \$ 2,000         54         \$ 1,498           33         Customer 32         \$ 2,000         54         \$ 1,498           34         Customer 33         \$ 2,000         54         \$ 1,498           35         Customer 34         \$ 2,000         54         \$ 1,498           36         Customer 35         \$ 2,000         54         \$ 1,498           37         Customer 36         \$ 2,000         54         \$ 1,498           38         Customer 37         \$ 2,000         54         \$ 1,498           39         Customer 38         \$ 2,000         54         \$ 1,498           40         Customer 39         \$ 2,000         54         \$ 1,498           41         Customer 40         \$ 2,000         54         \$ 1,498           42         Customer 41         \$ 2,000         54         \$ 1,498           43         Customer 42         \$ 2,000         54         \$ 1,498           44         Customer 42         \$ 2,000         54         \$ 1,498           45         Customer 43         \$ 2,000         54         \$ 1,498           45         Customer 44         \$ 2,000         54         <	30	Customer 29					1,498
33 Customer 32 \$ 2,000 54 \$ 1,498 34 Customer 33 \$ 2,000 54 \$ 1,498 35 Customer 34 \$ 2,000 54 \$ 1,498 36 Customer 35 \$ 2,000 54 \$ 1,498 37 Customer 36 \$ 2,000 54 \$ 1,498 38 Customer 37 \$ 2,000 54 \$ 1,498 39 Customer 38 \$ 2,000 54 \$ 1,498 40 Customer 39 \$ 2,000 54 \$ 1,498 41 Customer 40 \$ 2,000 54 \$ 1,498 42 Customer 41 \$ 2,000 54 \$ 1,498 43 Customer 42 \$ 2,000 54 \$ 1,498 44 Customer 43 \$ 2,000 54 \$ 1,498 45 Customer 44 \$ 2,000 54 \$ 1,498 46 Customer 45 \$ 2,000 56 \$ 3,710	31	Customer 30		2,000	54		1,498
34       Customer 33       \$ 2,000       54       \$ 1,498         35       Customer 34       \$ 2,000       54       \$ 1,498         36       Customer 35       \$ 2,000       54       \$ 1,498         37       Customer 36       \$ 2,000       54       \$ 1,498         38       Customer 37       \$ 2,000       54       \$ 1,498         39       Customer 38       \$ 2,000       54       \$ 1,498         40       Customer 39       \$ 2,000       54       \$ 1,498         41       Customer 40       \$ 2,000       54       \$ 1,498         42       Customer 41       \$ 2,000       54       \$ 1,498         43       Customer 42       \$ 2,000       54       \$ 1,498         44       Customer 43       \$ 2,000       54       \$ 1,498         45       Customer 44       \$ 2,000       54       \$ 1,498         45       Customer 45       \$ 2,000       65       \$ 1,498         46       Customer 45       \$ 2,000       66       \$ 3,710	32	Customer 31		2,000	54		1,498
35 Customer 34 \$ 2,000 54 \$ 1,498 36 Customer 35 \$ 2,000 54 \$ 1,498 37 Customer 36 \$ 2,000 54 \$ 1,498 38 Customer 37 \$ 2,000 54 \$ 1,498 39 Customer 38 \$ 2,000 54 \$ 1,498 40 Customer 39 \$ 2,000 54 \$ 1,498 41 Customer 40 \$ 2,000 54 \$ 1,498 42 Customer 41 \$ 2,000 54 \$ 1,498 43 Customer 42 \$ 2,000 54 \$ 1,498 44 Customer 43 \$ 2,000 54 \$ 1,498 45 Customer 44 \$ 2,000 54 \$ 1,498 46 Customer 45 \$ 2,000 66 \$ 3,710	33	Customer 32			54		1,498
36       Customer 35       \$ 2,000       54       \$ 1,498         37       Customer 36       \$ 2,000       54       \$ 1,498         38       Customer 37       \$ 2,000       54       \$ 1,498         39       Customer 38       \$ 2,000       54       \$ 1,498         40       Customer 39       \$ 2,000       54       \$ 1,498         41       Customer 40       \$ 2,000       54       \$ 1,498         42       Customer 41       \$ 2,000       54       \$ 1,498         43       Customer 42       \$ 2,000       54       \$ 1,498         44       Customer 43       \$ 2,000       54       \$ 1,498         45       Customer 44       \$ 2,000       54       \$ 1,498         45       Customer 45       \$ 2,000       54       \$ 1,498         46       Customer 45       \$ 2,000       65       \$ 3,710		Customer 33			54		1,498
37 Customer 36 \$ 2,000 54 \$ 1,498 38 Customer 37 \$ 2,000 54 \$ 1,498 39 Customer 38 \$ 2,000 54 \$ 1,498 40 Customer 39 \$ 2,000 54 \$ 1,498 41 Customer 40 \$ 2,000 54 \$ 1,498 42 Customer 41 \$ 2,000 54 \$ 1,498 43 Customer 42 \$ 2,000 54 \$ 1,498 44 Customer 43 \$ 2,000 54 \$ 1,498 45 Customer 44 \$ 2,000 54 \$ 1,498 46 Customer 45 \$ 2,000 166 \$ 3,710	35	Customer 34	\$	2,000	54	\$	1,498
38 Customer 37 \$ 2,000 54 \$ 1,498 39 Customer 38 \$ 2,000 54 \$ 1,498 40 Customer 39 \$ 2,000 54 \$ 1,498 41 Customer 40 \$ 2,000 54 \$ 1,498 42 Customer 41 \$ 2,000 54 \$ 1,498 43 Customer 42 \$ 2,000 54 \$ 1,498 44 Customer 43 \$ 2,000 54 \$ 1,498 45 Customer 44 \$ 2,000 54 \$ 1,498 46 Customer 45 \$ 2,000 166 \$ 3,710	36	Customer 35	\$	2,000	54	\$	1,498
39 Customer 38 \$ 2,000 54 \$ 1,498 40 Customer 39 \$ 2,000 54 \$ 1,498 41 Customer 40 \$ 2,000 54 \$ 1,498 42 Customer 41 \$ 2,000 54 \$ 1,498 43 Customer 42 \$ 2,000 54 \$ 1,498 44 Customer 43 \$ 2,000 54 \$ 1,498 45 Customer 44 \$ 2,000 46 \$ 1,340 46 Customer 45 \$ 2,000 166 \$ 3,710	37	Customer 36	\$	2,000	54	\$	1,498
40       Customer 39       \$ 2,000       54       \$ 1,498         41       Customer 40       \$ 2,000       54       \$ 1,498         42       Customer 41       \$ 2,000       54       \$ 1,498         43       Customer 42       \$ 2,000       54       \$ 1,498         44       Customer 43       \$ 2,000       54       \$ 1,498         45       Customer 44       \$ 2,000       46       \$ 1,340         46       Customer 45       \$ 2,000       166       \$ 3,710	38	Customer 37	\$	2,000	54	\$	1,498
41       Customer 40       \$ 2,000       54       \$ 1,498         42       Customer 41       \$ 2,000       54       \$ 1,498         43       Customer 42       \$ 2,000       54       \$ 1,498         44       Customer 43       \$ 2,000       54       \$ 1,498         45       Customer 44       \$ 2,000       46       \$ 1,340         46       Customer 45       \$ 2,000       166       \$ 3,710	39	Customer 38	\$	2,000	54	\$	1,498
42       Customer 41       \$ 2,000       54       \$ 1,498         43       Customer 42       \$ 2,000       54       \$ 1,498         44       Customer 43       \$ 2,000       54       \$ 1,498         45       Customer 44       \$ 2,000       46       \$ 1,340         46       Customer 45       \$ 2,000       166       \$ 3,710	40	Customer 39	\$	2,000	54	\$	1,498
43       Customer 42       \$ 2,000       54       \$ 1,498         44       Customer 43       \$ 2,000       54       \$ 1,498         45       Customer 44       \$ 2,000       46       \$ 1,340         46       Customer 45       \$ 2,000       166       \$ 3,710	41	Customer 40	\$	2,000	54	\$	1,498
43       Customer 42       \$ 2,000       54       \$ 1,498         44       Customer 43       \$ 2,000       54       \$ 1,498         45       Customer 44       \$ 2,000       46       \$ 1,340         46       Customer 45       \$ 2,000       166       \$ 3,710	42	Customer 41	\$	2,000	54	\$	1,498
44       Customer 43       \$ 2,000       54       \$ 1,498         45       Customer 44       \$ 2,000       46       \$ 1,340         46       Customer 45       \$ 2,000       166       \$ 3,710	43	Customer 42			54		1,498
45 Customer 44 \$ 2,000 46 \$ 1,340 46 Customer 45 \$ 2,000 166 \$ 3,710	44	Customer 43			54		1,498
46 Customer 45 \$ 2,000 166 \$ 3,710	45	Customer 44			46	\$	1,340
	46	Customer 45			166		3,710
47 Customer 46 \$ 2,000 93 \$ 2,269	47		\$				2,269
							78,030

Set out below is information on the Residential Incentive Program for 2017 as at June 30<sup>th</sup>. 1

		Α	mount	Annual	2 Years
1	Customer	P	ayable	GJs	Revenue
2	Customer 1		1600	69	1795
3	Customer 2		2000	60	1617
4	Customer 3		2000	87	2150
5	Customer 4		2000	85	2111
6	Customer 5		2000	89	2190
7	Customer 6		2000	93	2269
8	Customer 7		1550	67	1755
9	Customer 8		1550	67	1755
10	Customer 9		2000	89	2190
11	Customer 10		2000	92	2249
12	Customer 11		2000	89	2190
13	Customer 12		2000	89	2190
14	Customer 13		2000	89	2190
15	Customer 14		2000	89	2190
16	Customer 15		2000	89	2190
17	Customer 16		2000	89	2190
18	Customer 17		2000	89	2190
19	Customer 18		2000	89	2190
20	Customer 19		2000	108	2565
		\$	36,700	1618	\$ 40,160

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For 2018, the Residential Incentive Program is being maintained at the current level of \$100,000 for an approximate additional target of 40 new customers and to assist approximately 20 customers who are considering adding equipment and additional load to the system. For 2019, the program is being increased to \$250,000 to attract approximately 100 new customers and assist 50 existing customers who wish to add additional equipment and load to the system.