

Can Say of Mr. John Dillon – January 22, 2020

Mr. John Dillon rents a five-bedroom house in Winnipeg, Manitoba. The house was built in 2015 and is heated by electricity. Nine people live in the household.

Mr. Dillon and his uncle receive Employment Insurance benefits, his wife earns about \$36,000, and his daughter receives Employment and Income Assistance benefits.

Mr. Dillon's electricity bills are on average \$300/month and he is on Manitoba Hydro's Equal Payment Plan. Mr. Dillon's electricity consumption is generally the same in both the summer and winter. Mr. Dillon has found it difficult to pay energy bills in the past, especially when both he and his wife were laid off from work and both receiving Employment Insurance benefits.

On a scale of one (1) being not very energy efficient to ten (10) being very energy efficient, Mr. Dillon would say his home is a four (4), just below average. This is based on factors such as not having a door sweep, the lack of a storm door in the back of the house, and incorrectly installed door hinges. Mr. Dillon has replaced door locks and closures on his front storm door himself.

Mr. Dillon had not heard of any energy efficiency programs offered by Manitoba Hydro. He has heard the name PowerSmart, but is not sure what it is. In the past, when Mr. Dillon owned a house, he applied for an energy efficiency home renovation program offered through the Canada Mortgage and Housing Corporation (CMHC). Through the Residential Rehabilitation Assistance Program (RRAP), Mr. Dillon received \$17,000 in grant money to make his home more energy efficient. The program was very easy to access at the time and took less than two months for approval and to hire a contractor. The RRAP sent an inspector to assess his home and determine which renovations should be made, and Mr. Dillon was then required to get three quotes from a list of approved independent construction companies. He started the application process in September 1999 and had contractors start work the first week of November 1999. The renovations included new flooring, new insulation and dry-walling, a new front and back door, and new roofing. Around the same time, Mr. Dillon received a second grant of \$5,600 through the same program as a person with a disability, which was used to install a bathroom on his main floor so that he didn't have to go upstairs to use the facility. Mr. Dillon was not required to pay any of the grant money back so long as he had already owned the house for five (5) years and did not rent it out.

Prior to participating in this proceeding, Mr. Dillon had not heard of Efficiency Manitoba. The first time he heard of Efficiency Manitoba was through participating in a focus group hosted by the Consumers Coalition for this proceeding.

Mr. Dillon would like to see user-friendly, easy access energy efficiency programming offered through Efficiency Manitoba. He would also like to see geothermal and solar energy programs, stating that it would be cheaper to access if the government helped out.

Mr. Dillon states that the best ways for him to hear about energy efficiency programs are through the news, Google, online newspapers, indoor city facility bulletin programs, employee office bulletin boards, and word of mouth. Accessing such programs would be easiest in-person or online.