

JULY 23, 2025

Save on Energy Retrofit Program

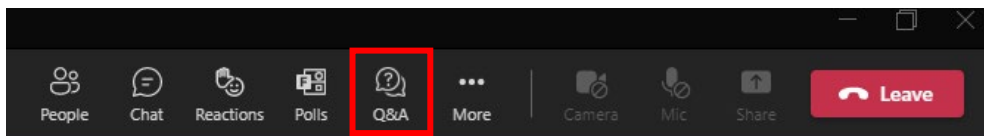
2025 Updates

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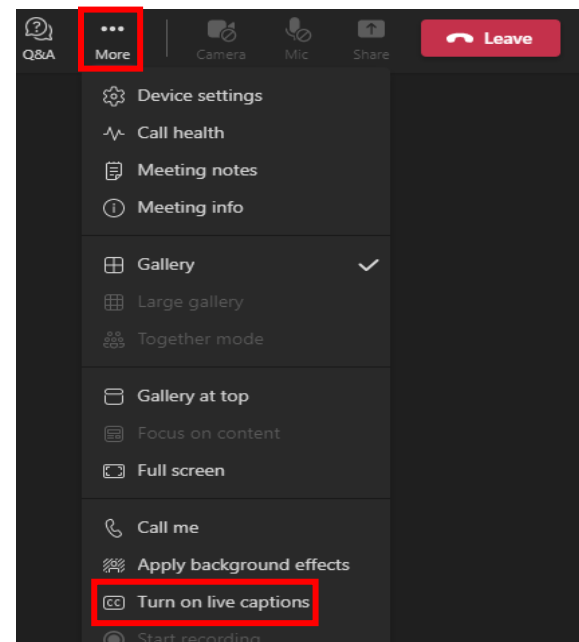
Microsoft Teams Functionality



- Participants will be muted for the webinar
- To ask a question, use the Q&A function - questions will be answered at the end
- You can also enable live captions under the “More” tab, if required

Note: This webinar will be recorded and made available on the Save on Energy website

Desktop Control Panel



Today's Agenda

- Introduction to Save on Energy and the eDSM Framework
- Retrofit Program:
 - January 2025 Updates
 - Spring 2025 Program Updates
 - Custom Stream Updates & Project Example
 - DER Worksheet & Portal Walkthrough
 - Accessing Support
 - Frequently Asked Questions & Live Q&A



About Save on Energy

Delivered by the IESO, Save on Energy is Ontario's trusted source for energy-efficiency programs, education and awareness.

The **energy-efficiency programs** are designed to help Ontario residents, businesses, and communities:



Programs are available for homeowners, tenants, businesses, public-sector or non-profit organizations, and Indigenous communities.

eDSM Framework for 2025 to 2036

- **“Electricity Demand Side Management”** — A Long-Term Commitment to Energy Efficiency in Ontario
- Backed by a **\$10.9B, 12-year investment** from the Ontario government
- Delivered in **four 3-year cycles**, with a strategic review at year six
- Supports **homes, businesses, and Indigenous communities** across the province
- Expands incentives to **meet evolving customer needs** and local system priorities
- Designed to empower Ontarians to **manage electricity use and costs** more effectively



Why it Matters

Unlocking long-term value for the electricity system and Ontarians:

- Provide programs for homes and businesses to reduce energy use and costs
- Offer **greater certainty** of longer-term program availability
- Reduce future electricity system costs by **lowering electricity demand**
- Enable greater consumer engagement and programs to help address **local distribution system needs** through the involvement of LDCs
- Broaden the types of incentives to **meet changing customer needs**
- Build a more **affordable, reliable, and sustainable** energy future for Ontario

Shaping Save on Energy Program Offerings

Continuing Programs & Initiatives

- All core business and residential programs (e.g. Small Business, Instant Discounts, Energy Affordability)
- Local initiatives that drive greater program uptake in constrained areas

Program Enhancements

- Ongoing program updates based on customer feedback and system needs (e.g. Retrofit)

New Programs & Initiatives

- Home Renovation Savings Program
- Expansion of Peak Perks Program to small businesses
- Commercial HVAC demand response (launching in 2026)
- Exploration of new construction programming (targeted for 2027)

Overview of the Retrofit Program

Financial incentives for equipment upgrades that lower energy costs, improve productivity and support sustainability goals.

Benefits

- Covers up to **50% of eligible project costs**
- **Prescriptive Stream:** Fixed incentives for common upgrades (e.g., solar PV, HVAC, network lighting controls)
- **Custom Stream:** \$1,800/kW or \$0.20/kWh incentives calculated based on electricity savings and operating conditions of facility



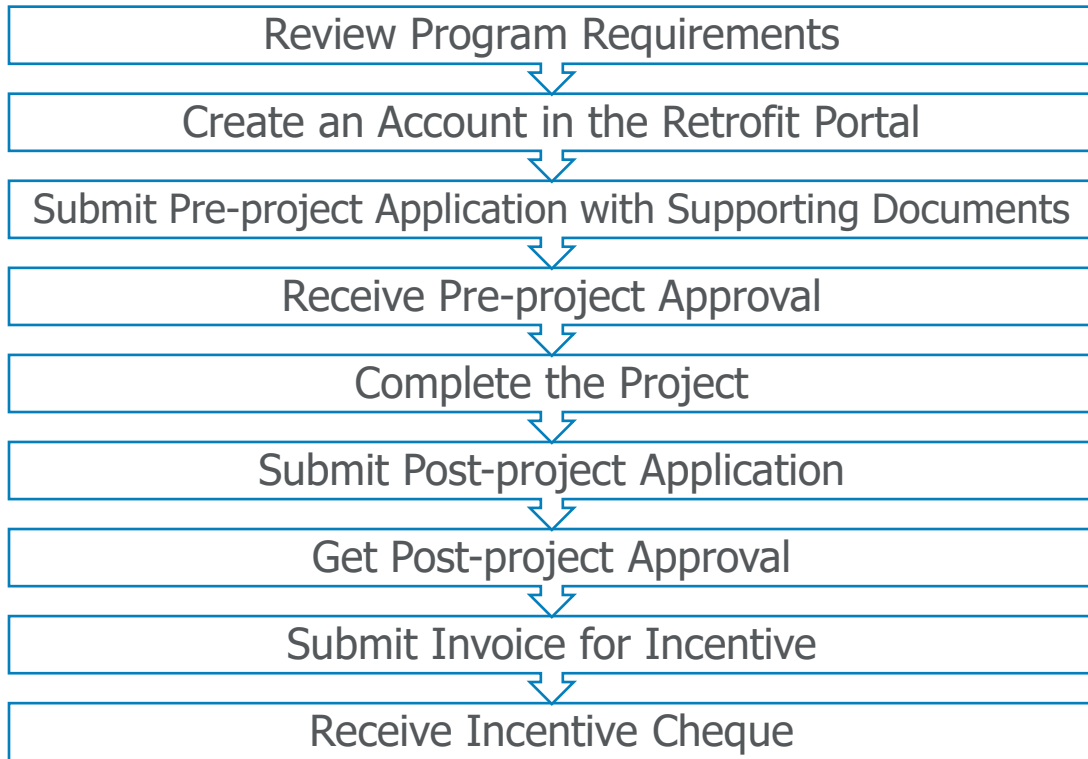
Overview of the Retrofit Program

Eligibility

- **Sustainable, measurable and verifiable** reductions in electricity demand and usage
- Must not have already started the project or made prior commitments to install the upgrades
- Minimum incentive thresholds:
\$500 for Prescriptive; \$1,500 for Custom
- Minimum savings thresholds (Custom):
Peak Demand Savings of **1 kW** and/or
Annual Energy Savings of **2,000 kWh**



Retrofit Program — How It Works

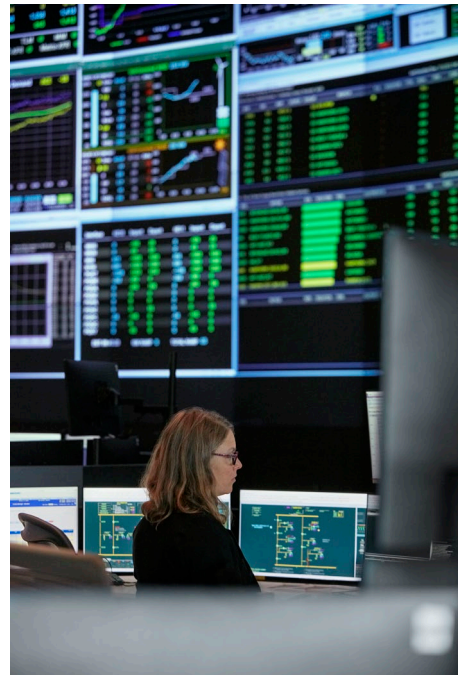


Project Deadlines

Application	Deadline
Application pre-approved before January 1, 2025	Project must be completed by December 31, 2025
Application pre-approved on or after January 1, 2025	Project must be completed and incentive invoice must be approved for payment no later than 2 years following pre-approval date
Energy Management Information Systems (EMIS) Application	Project must be completed and incentive invoice must be approved for payment by March 31, 2027

Retrofit Program Keeps Evolving

- **Semi-annual updates** add new measures, adjust incentives, and refine savings models
- **Lighting controls moved to Instant Discounts** — enabling faster delivery and meeting market demand
- **Regional adders** expanded to support projects in grid-constrained areas for Custom stream
- Continuous improvement driven by customer feedback, system needs, and program performance



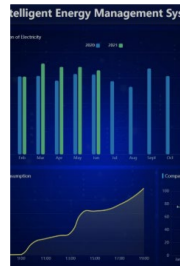


Retrofit Program Updates — January 2025

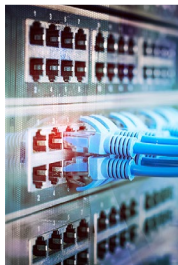
Key Changes Implemented in January 2025



Enabled province-wide Prescriptive incentives for Solar PV Distributed Energy Resources (DERs)



Introduced a Prescriptive Energy Management Information Systems (EMIS) incentive for industrial facilities



Added Prescriptive cooling incentives for new and existing data centres



Moved incentives for occupancy sensors to Instant Discounts Program to avoid duplication

Solar Photovoltaic Distributed Energy Resources

- Incentives for Solar PV systems are now available province-wide under the Prescriptive stream
- Behind-the-meter systems that displace load and reduce demand on the grid
- **Load displacement only** — net metering is not allowed
- **Microgeneration (≤ 10 kW DC):** \$1,000/kW-DC
- **Small-medium systems (> 10 kW & ≤ 1 MW AC):** \$860/kW-AC
- Projects larger than **1 MW-AC** are eligible, but the incentive is capped at 1 MW-AC



Energy Management Information Systems (EMIS)

- Incentives for installing EMIS are available for industrial facilities under the Prescriptive stream for new systems and augmenting existing systems
- Incentive for Industrial facilities with an annual baseline energy consumption of
 - $\leq 400,000$ GJ: **\$50,000**
 - $> 400,000$ GJ: **\$250,000**
- Up to 50% of the eligible project costs
- Funding is limited and available only for EMIS projects completed and approved for incentive payment by **March 31, 2027** — get started today



Natural Resources
Canada

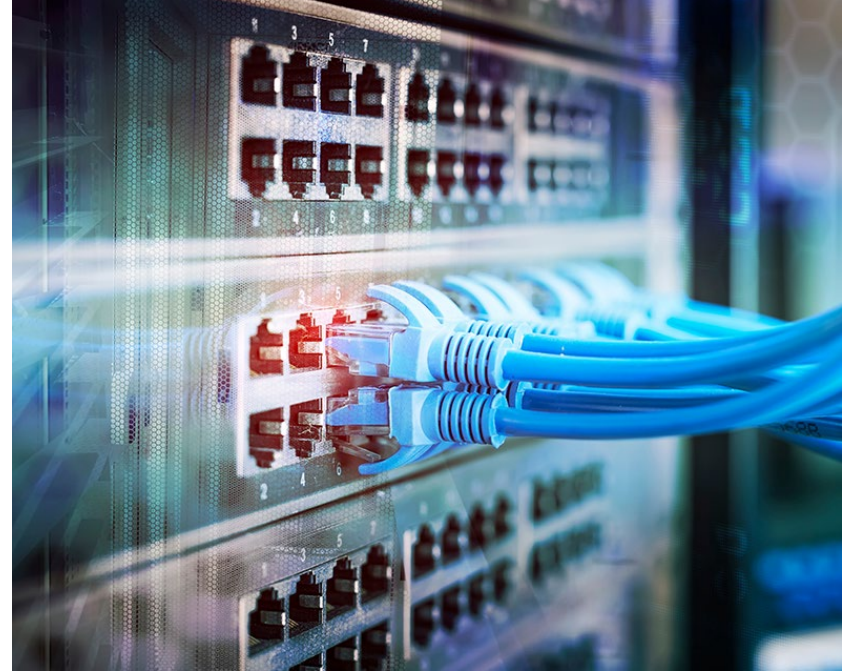
Ressources naturelles
Canada

Funded by Natural Resources
Canada (NRCan) as part of its
Green Industrial Facilities and
Manufacturing Program



Data Centres

- Prescriptive Computer Room Air Conditioning (CRAC) incentives for new and existing data centres are available, up to \$10,000 per unit
- Facilities with cooling needs for a dedicated computer room are eligible — even if not formally a “data centre”



Occupancy Controls

- **Occupancy controls** (e.g. wall switch occupancy sensors, wall/ceiling mount occupancy sensors and fixture mounted/integrated occupancy sensors) have been removed from the Retrofit program and are now offered under the Instant Discounts Program
- **Networked lighting controls** remain as an eligible measure under the Retrofit program

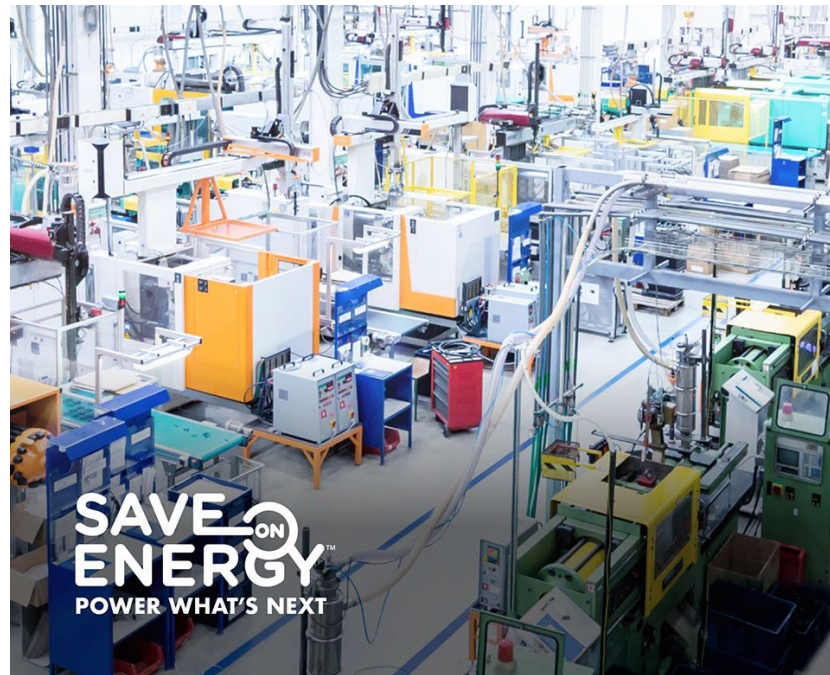




Retrofit Program Updates — Spring 2025

Overview of Spring 2025 Retrofit Program Updates

- The Save on Energy Retrofit program's latest update **took effect on June 30, 2025**
- These changes incorporated market feedback received from program participants and Save on Energy Retrofit program delivery partners, and **built on** the program changes made earlier this year—not replaced them



Overview of Spring 2025 Retrofit Program Updates

Custom Stream

- Increased incentive rates
- Increased project incentive thresholds for requiring M&V plan and additional engineering calculations

Regional Adders

- Updated the list of qualifying areas to reflect forecasted electricity constraints
- Introduced regional adders for Custom incentives

New Prescriptive Data Centre Measures

- ENERGY STAR®-certified computer servers & uninterruptible power supply
- Computer server virtualization

Updated Prescriptive Measures

- Greenhouse Lighting & Advanced Greenhouse Lighting Controls
- Network Lighting Controls
- Demand Control Ventilation for Interior Spaces

Prescriptive Stream — Updated Solar PV Requirements

- Prescriptive Solar PV Distributed Energy Resources worksheet and measure were updated for savings accuracy
- Worksheet remains mandatory
- Incentive remains the same
- Applicants need to complete new fields (location, orientation and tilt angle) and enter outputs from the completed worksheet in the Retrofit portal



Updated Solar PV Requirements

Updated Prescriptive Solar DER worksheet requires the applicant to select the closest applicable solar PV location, orientation, and tilt angle from dropdown menus:

INSTRUCTIONS: The following table must be completed by the Applicant or Applicant Representative. By selecting the location, orientation and tilt angle of the Solar PV System from the available drop down menus below, this Worksheet will return the Energy Factor and Peak Demand Factor. Please select the closest approximate location, orientation and tilt angle. **The Total Maximum Output Power of the Solar PV System kW-DC (Micro Generation) or kW-AC (Medium-Large Business), Energy Factor, and Peak Demand Factor values from this completed Worksheet must be entered for the Prescriptive Solar PV DER measure in the Retrofit Portal Application to qualify for an incentive (values are in yellow cells in this Worksheet). A completed copy of this Worksheet must be uploaded in the Retrofit Portal Application.**

Solar PV Location		Select the closest available location for the Solar PV System
Solar PV Orientation		Select the closest available orientation for the Solar PV System
Solar PV Tilt Angle		Select the closest available tilt angle for the Solar PV System
Energy Factor	Please select location, orientation, and tilt angle	Enter this value for the Solar PV DER measure in the Retrofit Portal
Peak Demand Factor	Please select location, orientation, and tilt angle	Enter this value for the Solar PV DER measure in the Retrofit Portal

Updated Solar PV Requirements

The worksheet returns two output values —

1. Energy Factor
2. Peak Demand Factor

— which need to be entered by the applicant in Retrofit Portal

Manufacturer ⓘ*
 14/100

Model Number ⓘ*
 14/50

ES DLC Code ⓘ **Helpful Links**

- ENERGY STAR Certified Light Fixtures
- DLC Qualified Products

Enter the total maximum power in kW AC capacity of the Solar PV being installed *

Min = 10.1, Max = 1000

Energy Factor (Enter Value from Worksheet) *

Min = 0, Max = 2500

Peak Demand Factor (Enter Value from Worksheet) *

Min = 0, Max = 1

Average Annual Generation kWh 0

Peak Demand Savings 0

Generation Capacity kW 1,000.000 kW

Estimated Incentive \$860,000.00

Regional Adders

- Regional adders are designed to encourage further adoption of energy-efficiency upgrades through the program to help reduce demand for transmission assets in constrained areas
- The areas qualifying for regional adders has been updated to reflect the latest areas with forecasted electricity constraints conducted by the IESO
- Regional adders have also been expanded to Custom projects as of June 30th, 2025



Regional Adders

 [Full List](#)

Most measures in these areas are now eligible for double the incentive, except for:

- Solar PV DER
- Horticultural lighting & controls
- Industrial energy management information system (EMIS)

UPDATE	AREAS
Areas Added	<p>Greater Windsor Area: N0P, N0R, N8H, N8L, N8M, N8N, N8P, N8R, N8S, N8T, N8V, N8W, N8X, N8Y, N9A, N9B, N9C, N9E, N9G, N9H, N9J, N9K, N9V, N9Y</p> <p>Brant: N3L, N3P, N3R, N3S, N3T, N3V</p> <p>Caledonia-Norfolk: L9G, N0A, N0E, N3W, N3Y, N4B</p> <p>Woodstock: N0J, N4S, N4T, N4V, N5C</p> <p>Ramore: P0K, P0M, P0N</p> <p>Ottawa: K2K, K2L, K2M, K2S, K2T, K2V, K2W</p> <p>Niagara: L0R (coverage for all postal codes in L0R)</p>
Areas Removed	<p>Southern Huron Perth: N0L, N0M, N4X, N0K</p> <p>Applications submitted before June 30, 2025 remain eligible for the Prescriptive adder.</p>

Data Centres

New Prescriptive measures for data centre/computer rooms are offered to existing buildings that upgrade their existing equipment:

MEASURE	DESCRIPTION	INCENTIVE
Computer Server (ENERGY STAR [®] Certified)	Replace an existing server with an ENERGY STAR [®] - certified server	\$200 per server
Computer Server Virtualization	Virtualization divides a single physical server into multiple unique virtual servers, allowing for the removal of excess, underutilized physical servers.	\$200 per server removed
Uninterruptible Power Supply (ENERGY STAR [®] Certified)	Replace an existing UPS with an ENERGY STAR [®] certified UPS	Up to \$30 per UPS

Prescriptive Greenhouse Lighting & Advanced Lighting Controls

Updates have been made to the measures and worksheets to better align with the expected operating conditions for the measures and savings assumptions.

Incentive rates have changed for:

- Vegetable greenhouse LED grow lights
- Horticultural lighting for vertical farming (new construction only)

Other greenhouse incentives remain unchanged.

Applicants of **Prescriptive vegetable greenhouse LED grow lights** are now required to submit a new mandatory worksheet containing new fields (**wattage** and **photosynthetic photon efficacy** of the efficient case) and enter the outputs from the completed worksheet in the Retrofit portal when applying.

Vegetable Greenhouse LED Grow Lights



Previous **measure savings**
and **incentives**:

Based on the fixture quantity
at \$200 per fixture

Updated **Measure Savings**:

Based on the efficient case
wattage and photosynthetic
photon efficacy

Updated **Incentives**:

Based on the estimated
energy savings at a rate of
\$0.15/kWh, up to \$200 per
fixture

Horticulture Interlighting

This measure has been split into two categories: inter-lighting, and lighting for vertical farming; the assumed base case is updated for each category. New construction refers to the install of new energy-efficiency equipment, where no equipment currently exists.

Interlighting

- Incentive remains the same for retrofit and new construction cases, at \$100 per fixture

Horticultural lighting **for** vertical farming

- Retrofit case retains the incentive of \$100 per fixture
- New construction case will have an incentive of \$40 per fixture
- Pre- and post-project photos required

Prescriptive Network Lighting Controls

The savings assumptions for **Prescriptive network lighting controls (NLC)** have been updated for greater accuracy. Worksheets have been revised accordingly.

To simplify applications, NLC is now split into two categories — both offering the same incentive rate of **\$0.35/kWh**:

Existing Buildings

- Savings based on kW of lighting controlled

New Construction Buildings

- Savings based on floor area (ft²) that is covered by controlled lights

Demand Control Ventilation (DCV) Measure

The incentive for **Prescriptive DCV for interior spaces** has been updated to make applications easier.

Before

- Based on **square footage** served by the DCV system



Now

- **\$27 per ton of cooling** provided by rooftop units being controlled

This shift ties the incentive to the cooling equipment — not the number of DCV systems or space size.

Heat Pump Clarification

Unitary Air Source Heat Pumps (ASHPs)

- Not eligible for new construction projects
- Upgrade cannot displace natural gas or fossil fuel sources
- Must have existing heating and cooling

Packaged Terminal Heat Pumps (PTHPs)

- New construction is **only** eligible for hotel and motel suites
- Cannot replace natural gas or fossil fuel sources

Custom Stream Updates — What's Changed

The **Custom stream** supports a wider range of project types and provides incentives for energy savings achieved based on the facility's operating conditions.

Description	Before	Now
Incentive rates for Custom non-lighting measures (whichever is greater):	\$1,200/kW or \$0.13/kWh	\$1,800/kW or \$0.20/kWh
Measurement and Verification (M&V) plan required for incentives over:	\$80,000	\$120,000
Additional Engineering Calculations required for incentives over:	\$10,000	\$15,000

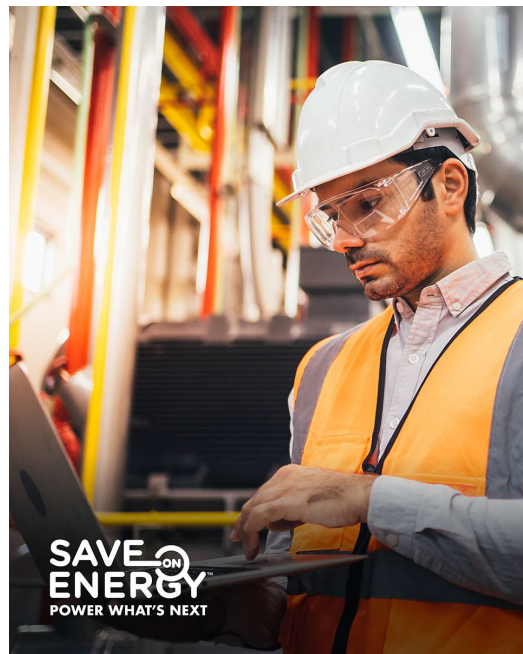
Incentives remain capped at **50% of eligible project costs**

Custom Stream Updates — What's Changed

Most measures are eligible for Custom incentives, except the following that are only eligible for Prescriptive incentives:

- Horticultural lighting & controls
- Network lighting controls
- Solar PV DERs
- Industrial EMIS

Specialty lighting is no longer eligible for Retrofit incentives.



Custom Stream Updates — What's Changed

Custom incentive rate is determined by the application creation date instead of the submission date.

Custom applications **pre-approved before June 30, 2025:**

- Retain pre-approved incentive
- Not eligible to reapply for the new incentive rates

Custom applications **not pre-approved before June 30, 2025**, may choose to cancel the existing application and reapply for the new incentive rates.



Custom Stream Updates — What's Changed

Regional adders have been expanded to **Custom projects**.

When implemented in targeted capacity-constrained areas, eligible Custom projects can receive:

- Double the standard incentive rates:
\$0.20/kWh and **\$1,800/kW** →
\$0.40/kWh and **\$3,600/kW**
- Up to **50% of eligible costs**



Custom Stream Benefits & Considerations

Benefits

- More flexibility
 - Covers projects not eligible under Prescriptive
- Opportunity for higher incentive
 - Incentive rates are tied to project savings under actual operating conditions, potentially higher than Prescriptive rates based on assumed savings

Considerations

- Requires Custom worksheet and energy savings calculations
 - Including measurement and verification (M&V) plan and additional engineering calculations (depending on incentive level)

Custom Stream Benefits & Considerations

Replacing a 1,200-ton chiller with a 1,150-ton water-cooled chiller

Prescriptive

Integrated Part Load Value (IPLV) Improvement	0.149	Incentive is \$95,700 higher under Custom
Capacity (1,150 ton but capped at 1,000)	1,000	
Peak Demand & Energy Savings	109 kW & 149,000 kWh	
Incentive (\$21/ton/0.01 kW/ton IPLV Improvement)	\$312,900	

Custom

Peak Demand & Energy Savings	227 kW & 676,639 kWh
Incentive (Greater of \$1,800/kW or \$0.20/kWh)	\$408,600

Eligible Project Cost: \$950,000 → Incentive capped at 50% (**\$475,000**)

DER Worksheet & Portal Walkthrough

New DER Worksheet

- How to complete the updated worksheet for solar PV projects — including new fields like **location, orientation, tilt angle.**

Portal Updates

- Where and how to input worksheet data into the Retrofit Portal, including new field-level changes.

Practical Tips for a smooth application



Walkthrough Video: DER Worksheet

Watch on YouTube — Completing the Updated Solar PV DER Worksheet:

<https://www.youtube.com/watch?v=OK8eRTqhAPs>

Walkthrough Video: DER Portal

Watch on YouTube — Entering Solar PV Measure Details into the Retrofit Portal:

<https://www.youtube.com/watch?v=S4RXOpihx1c>

Tips for a Smooth Application Experience

Include Complete Equipment Details

- Quote must show:
 - Full quantities
 - Model numbers
 - Costs
- Missing details from suppliers — Supplement with emails or notes

Provide Proof of **DLC** or **ENERGY STAR®** Listings

- Screenshot or searchable code from the database is acceptable

Fill Out All Necessary Fields Accurately

- Avoid using placeholder data — use real values in all data fields will save time and effort

Tips for a Smooth Application Experience

Include a full base case inventory — information on the equipment you are replacing so the savings can be accurately calculated. This would include:

Type of equipment — for example:

- Pumps: centrifugal, displacement, etc.
- Compressors: rotary screw, scroll, etc.

Quantity of equipment

Wattage or horsepower

Model number (for non-lighting)



Accessing Support: Retrofit Support Services

[Program Website](#)

[Retrofit Portal](#)

[Program FAQs](#)

[News & Updates](#)

[Web Form Inquiry](#)

Retrofit Support Services



Support Line 1-844-303-5542
8:30 am – 5:00 pm Monday - Friday



Email retrofit@ieso.ca



Resources Available

Application Documents

- [Program Requirements](#)
- [Participant Agreement](#)
- [Measures and Incentives](#)
- [Technical User Guide for Engineered Worksheets](#)
- [Technical User Guide Appendix A — Example of completed engineered worksheets](#)
- [Retrofit Program M&V Guidelines](#)
- [Mandatory Worksheets](#)
- [Optional Worksheets](#)

Step-by-step Guides

- [Retrofit Portal User Guide](#)
- [How-to videos](#)
- [QA/QC guidelines](#)
- [Best practices for photo requirements](#)
- [Pre-project application checklist](#)
- [Post-project submission checklist](#)
- [Sufficient vs. insufficient project quotes](#)
- [Sufficient project invoice example](#)
- [Incentive invoice guide](#)
- [Sample incentive invoice template](#)
- [Understanding the Retrofit process infographic](#)



Frequently Asked Questions & Live Q&A

Frequently Asked Questions

I have submitted an application for my project. Can I re-apply for incentives under the updates that came into effect June 30?

Yes, as long as the application was not in a pre-approved or later status before June 30.

Frequently Asked Questions

Why are technologies like Solar PV DER, and industrial EMIS not eligible for incentives through the Custom stream?

The eligibility and incentives for these measures were specifically designed for the Prescriptive stream to improve ease of application and to ensure they are cost-effective, so they are not currently available for incentives under the Custom stream.

Frequently Asked Questions

Are there specific documents required to submit my application to the Retrofit Program?

Yes, you will need to include supporting documents such as:

- Project quotes
- Equipment specification sheets (including DLC / ENERGY STAR® certifications)
- Photos of the proposed upgrade area or equipment (if applicable)
- Any other relevant technical details or drawings (if applicable)

Frequently Asked Questions

Is any action required from me if I submitted my solar application before the new solar worksheet was released on May 30th?

You do not need to reapply if your application was pre-approved before May 30th; your technical reviewer will confirm the tilt angle, orientation and location for your project during the post-project submission based on your project documentation.

However, if your application was not pre-approved before May 30th, you would need to complete the new worksheet.

Frequently Asked Questions

My solar project has a different tilt angle, orientation, and/or location than the available options in the new worksheet. Can my project still qualify for an incentive?

Yes, your project can still qualify for an incentive. Please select the closest available option for your solar project in the worksheet.



Please use the webinar Q&A function for questions

Thank you!

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