

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

Mr. John Ross owns a house in Cross Lake, Manitoba. The house was built 28 years ago. There are five people living in the household and it is all-electric.

The household income range is approximately \$47,000 annually, plus Employment and Income Assistance and Child Tax benefits that his daughter receives.

The electricity bills are on average \$400-\$500/month in the winter and \$120-\$150/month in the summer. Approximately 4%-13% of the household income goes towards energy bills. Mr. Ross indicates that he has had challenges paying his energy bills because they are so high in the winter months.

On a scale of one (1) being not very energy efficient to ten (10) being very energy efficient, Mr. Ross would rate his home at a five (5). He says that when the power goes out in Cross Lake, his house remains warm for approximately 4-5 hours.

Mr. Ross has heard about PowerSmart energy efficiency programs via pamphlets in his electricity bill, however he has not benefitted from them because he indicates they are not available to anyone living in Cross Lake. He had heard of the refrigerator replacement program, however Manitoba Hydro does not pick up old appliances from Cross Lake. Mr. Ross would have heard of such programs about 10 years ago through the mail and through other people living in the community who tried to access these programs. Mr. Ross has never applied for such programs because he knew that others had tried to apply with no success.

Mr. Ross had not heard of Efficiency Manitoba prior to these proceedings. He would like to see Efficiency Manitoba implement programs that would be better for a community where power outages occur regularly. Offering wood stoves for every household would be beneficial. He would like to hear more about energy efficiency programs and recommends that this information be distributed through e-mail. He believes that mail outs would make energy efficiency programs more accessible.