

PUBLIC INVOLVEMENT IN EFFICIENCY MANITOBA'S PLAN 2020/2023

Dr. Patricia Fitzpatrick
The University of Winnipeg

Presentation to the Public Utilities
Board
January 2020

OUTLINE

1. Public Participation
2. What was Efficiency Manitoba asked to do?
3. How did Efficiency Manitoba approach this component?
4. How has the public been engaged in other cases or jurisdictions?
5. Moving forward

WELL-DESIGNED PUBLIC PARTICIPATION CAN

Add legitimacy to the process and outcomes;

Strengthen public trust and confidence in the process;

Improve representativeness in deliberation, particularly when designed to ensure the interests of minorities are reflected in actions

Build transparency surrounding costs, benefits and risks of different options;

Enhance learning & Innovation by all involved, among others

Fitzpatrick 2019 (p.3-4)

Transcript January 8, 2020

BASIC PRINCIPLES OF MEANINGFUL PARTICIPATION

Transparency: “... People must be able to see and understand how the process is being applied, and how decisions are being made”

Inclusivity: The process should “take into account the concerns of all parties who consider themselves or their interested to be affected by that policy”

Informed: The record must be evidence-based

Meaningful: “The process must be perceived by the intervenors to give them a real opportunity to be heard and to feel that they have had a chance to influence the ultimate decisions.”

Include a variety of techniques for engaging the public

See Fitzpatrick 2019 (p.4)

Expert Panel Review of Environmental Assessment Processes. (2017). Building common ground: A new vision for impact assessment in Canada. Ottawa, ON: Government of Canada (pp. 13-14)

Diduck, A. P., Reed, M., & George, C. (2015). Participatory approaches to resource and environmental management. In B. Mitchell (Ed.), Resource and environmental management in Canada (5th ed., pp. 142-170). Toronto, ON, Canada: Oxford University Press.

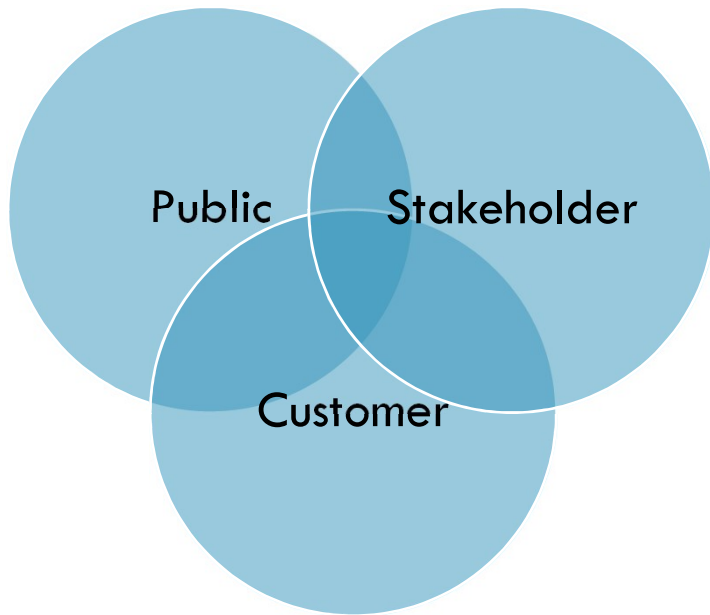
DIRECTION FROM THE ACT

“input received from stakeholders – including the stakeholder advisory committee...- and the public in preparing the plan, and the process established for receiving the input”

(emphasis added)

Efficiency Manitoba Act (C.C.S.M. c.E15) section 9(h)

PUBLIC- STAKEHOLDER -CUSTOMER



Public - the collective citizens and residents of a state, who may or may not be interested in, or may be affected by a particular issue

Stakeholder - individuals or organizations with an interest in an issue, and therefore something at stake in a deliberation and decision. This does not include government authorities.

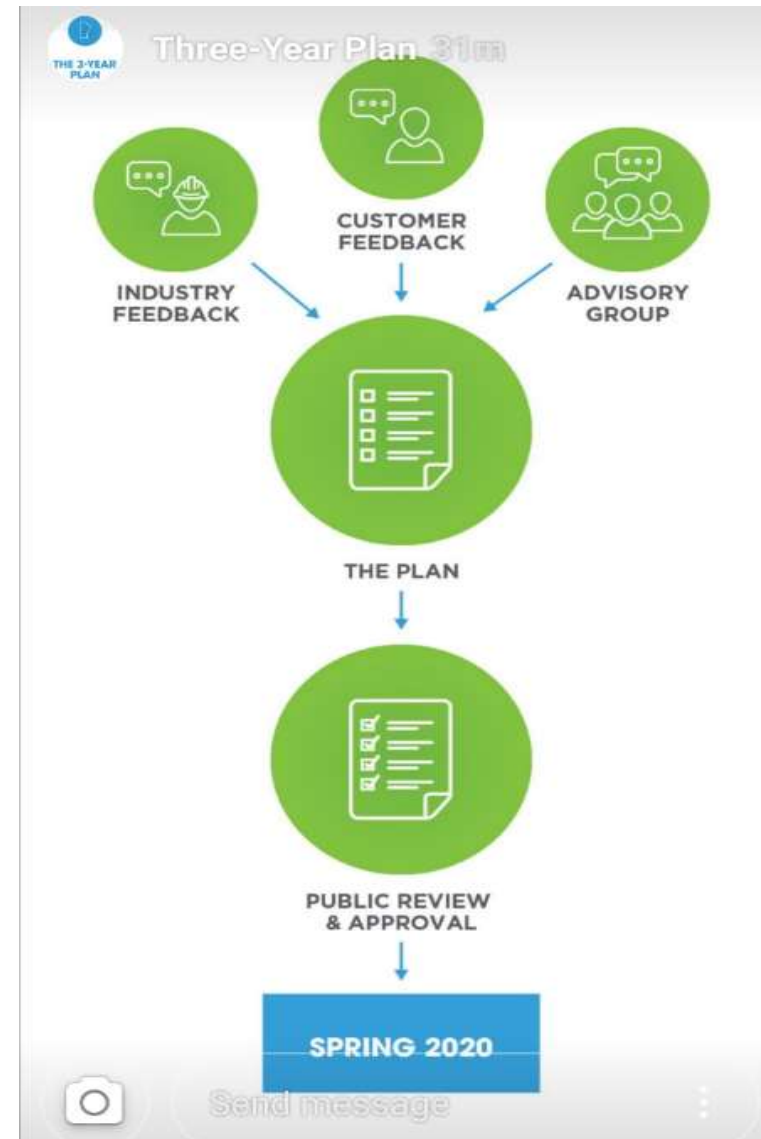
Customer – uses the goods and or services provided by a company, agency, crown corporation, etc.

ENGAGEMENT PROCESS

Energy Efficiency Advisory
Group

Stakeholder Survey

Stakeholder Summary
Report



EEAG

Legislation

Section 27 of the Act:

27.2 “persons with expertise and experience in energy efficiency...”

27.3 provide advice with respect to plan development, implementation & evaluation, and other duties determined by the Board

Terms of Reference

“... to ensure that the inaugural Plan that ...represents the optimal compilation of actions and strategies”

“...members are asked to help facilitate communication and engagement with your communities and/or networks”

Application pp. 449-450

EEAG

Legislation

Section 27 of the Act:

27.2 “persons with expertise and experience in energy efficiency...”

27.3 provide advice with respect to plan development, implementation & evaluation, and other duties determined by the Board

Terms of Reference

“... to ensure that the inaugural Plan that ...represents the optimal compilation of actions and strategies”

“...members are asked to help facilitate communication and engagement with your communities and/or networks”

Application pp. 449-450

EEAG

Main body of the application

“The EEAG was formed to:

ensure the Plan reflects Indigenous, social, environmental, technical and economic perspectives;

solicit advice and perspectives on the process, programs, analysis, priorities, and approaches; and

encourage participation of Efficiency Manitoba stakeholders in the planning”

Application p. 240

IR

“...public would be represented at the centre of the Stakeholder engagement model which represents the Energy Efficiency Advisory Group”

Coalition/EM I 124(c)

Transcript 8 January 2020

EEAG — MOVING FORWARD

Need to clearly establish:

- Mandate
- Roles & Responsibilities, including
 - relationship with public
 - relationship with specific sectors
- Membership, including appointment process
- Quorum
- Estimated time commitments
- How feedback from the committee is addressed (or, if not, why not addressed)

Fitzpatrick 2019 (p.7, 8, 10)

- Resources commensurate with mandate

IR PUB/Coalition 13

See examples in IR PUB/Coalition 14

Also summarized, generally, in IR PUB/Coalition 16



STAKEHOLDER SURVEY

About

Distributed to “over 2,500 contractors, suppliers, installers, consultants, engineering firms, architectural firms, government departments and associations.”

Application p.241

Response rate between 9% (234) and 12% (392)

Coalition/EM I-128

Challenges

Design

- Missing N/A and don't know

Distribution

- Not linked with sector or customer segment

Analysis

- Use of average for ordinal data
- Missed opportunity to link sector or customer segment with responses
- Conflating response group

Fitzpatrick 2019 (pp.10-12)

STAKEHOLDER SURVEY — MOVING FORWARD

Employ a statistical analyst when developing surveys and analyzing results.

Fitzpatrick 2019 (p.12)

Also summarized, generally, in IR PUB/Coalition 16



STAKEHOLDER SUMMARY REPORT

Description

Outlines “facets of public engagement”

Application page 100

Six pages of a table listing: date, stakeholder type, attendance, method of engagement, location, and “Program Discussed/Feedback Received”

Coalition EM I-129 pages 273-278

Revised response provided Dec 6, 2019
with sample information

Challenges

Limited interaction with Northern
Communities and First Nations

Limited interactions with consumers

No specific interaction with First Nations,
Metis or low-income customers

Fitzpatrick 2019 (13)

STAKEHOLDER SUMMARY REPORT — MOVING FORWARD

Employ a more robust issues tracking table

Fitzpatrick 2019 (p.12)

Also summarized, generally, in IR PUB/Coalition 16



ADDITIONAL FEEDBACK MOVING FORWARD

A more effective, transparent and meaningful process would have sought early engagement.... As recommended by the EEAG

Include the public in the development, implementation and review of the plan

Have more specific interaction with the public, low income and hard to reach customers

Fitzpatrick 2019 (p.14)

Consider developing two models for engagement – what was done as part of this process (retrospective) and what will be done moving forward (prospective)

- Include the public specifically, and separate from the EEAG
- Engage with a wider range of organizations for balance

Fitzpatrick 2019 (p.16-17)

ADDITIONAL FEEDBACK MOVING FORWARD

Follow the advice of EEAG members related to

Engaging with First Nations

Engaging with Metis

Consulting with consumers/public

PUB/Coalition - 15

Provide more mechanisms for public contact

PUB/Coalition – 16

Consider establishing community liaisons one possible tool for soliciting input from low-income and hard to reach customers.

Consider developing an Outreach and Education Program to allow for meaningful participation in an energy and conservation plan and/or

Develop a combined program with the communication strategy

EM/Coalition – 9

EXAMPLES OF LOCAL PUBLIC ENGAGEMENT

UW Campus sustainability plan (2017)

Methods included:

- A written survey (2401 respondents)
- Written submission (1)
- Speaking tree (approximately 25 participants)
- Lunch Session (approximately 50 participants)
- Half-day workshop with University leaders (approximately 40 participants)

CRTC – Coalition work

Methods included:

- Quantitative survey across Manitoba (1,000)
- Quantitative survey for hard-to-reach persons, facilitated by community organizations
- Quantitative engagement through session

HOW HAS THE PUBLIC BEEN ENGAGED IN ENERGY IN OTHER JURISDICTIONS

Yukon (Resource Plan, including DSM)

Methods:

- Technical advisory committee
- Survey of 4,500 households (63% response rate)
- Meetings with Chief and councils of Yukon First Nations
- Three sets of public meetings in six communities
- Active communication strategy
- Response Table

Massachusetts – Electric & Gas Efficiency Plan

Methods

- Energy Efficiency Advisory Council
- Annual open houses for trade allies
- Best practice working groups
- Option for 3rd party program Proposal
- Public presentations
- Interaction with peer organizations

MOVING FORWARD

I encourage the PUB to require Efficiency Manitoba to develop a robust plan for engaging the public, including low-income and hard-to-reach customers in program design, implementation and the evaluation of the process.

Fitzpatrick 2019 (p.19)

This plan should distinguish between stakeholders – the EEAG – and the public.