

1 Q. Please indicate any consultation that Hydro/NP undertook with customers and/or heating  
2 suppliers regarding the potential for greater market adoption of mini-split heat pumps.

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5 A. During the Conservation Potential Study (“Study”) process, Dunskey Energy Consulting conducted  
6 market actor interviews in several areas of importance, including heat pump adoption. In  
7 relation to heat pumps, consultations were held with representatives from the following  
8 companies:

- 9 ● Newfoundland HVAC;
- 10 ● Reliable Heat Pump Services;
- 11 ● Trane;
- 12 ● Energy Management Services;
- 13 ● Kerr Controls;
- 14 ● Honeywell; and
- 15 ● Amerispec.

16 In-person stakeholder consultations were held before the Study was complete with  
17 representatives from the following companies:

- 18 ● Newfoundland HVAC;
- 19 ● Hot Frost;
- 20 ● Amerispec;
- 21 ● Trane;
- 22 ● Energy Management Services; and
- 23 ● Canadian Home Builders’ Association – Newfoundland and Labrador.

24 Additionally, Newfoundland Power Inc. and Newfoundland and Labrador Hydro (“the Utilities”)  
25 conducted a number of customer surveys and stakeholder interviews and workshops to inform  
26 development of the Electrification, Conservation and Demand Management Plan 2021–2025  
27 (“2021 Plan”). For further details, please refer to Schedule G<sup>1</sup> in the 2021 Plan.

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<sup>1</sup> “Application for Approvals Required to Execute Programming Identified in the Electrification, Conservation and Demand Management Plan 2021–2025,” Newfoundland and Labrador Hydro, rev. July 8, 2021 (originally filed June 16, 2021), sch. 3, sch. G, p. 1 of 1.