# NADLAN-HARRIS PROPERTY MANAGEMENT INC.

SPRING 2025

## HIGHLIGHTS FROM THIS MONTH'S NEWSLETTER

1. ONTARIO RECHARGES ENERGY EFFICIENCY BUDGET
2. TSSA STRENGTHENS HYDROGEN SAFETY FRAMEWORK TO SUPPORT ONTARIO'S LOW-CARBON HYDROGEN ECONOMY
3. CYBERSECURITY IN PROPERTY MANAGEMENT

## NADLAN HARRIS IS EXCITED TO SHARE OUR 2025 SPRING NEWSLETTER WITH THE BOARD OF DIRECTORS!

IT HIGHLIGHTS KEY UPDATES, GOALS, AND UPCOMING INITIATIVES AS WE EMBRACE THE SEASON OF GROWTH AND RENEWAL. I ENCOURAGE YOU ALL TO TAKE A MOMENT TO REVIEW IT, AS IT'S FILLED WITH VALUABLE INFORMATION FOR THE UPCOMING MONTHS.

AS WE STEP INTO SPRING, WE WOULD LIKE TO LEAVE YOU WITH A LITTLE INSPIRATION:

"SPRING IS NATURE'S WAY OF SAYING, 'LET'S PARTY!'" – ROBIN WILLIAMS
LET'S MAKE THIS SEASON ONE OF FRESH STARTS AND CONTINUED SUCCESS.

RISE AND SHINE
EMBRACE THE POSSIBILITIES OF A NEW DAY

# Ontario recharges energy efficiency budget.

## New and expanded incentive programs to begin rolling out in 2025

**Monday, January 13, 2025**
**By Barbara Carss**

Ontario's energy efficiency budget has been recharged with a pledged 12-year, $10.9-billion spending strategy, including the resumption of incentives for residential electricity customers that were largely cancelled when the current provincial government took office. A new three-year program cycle, beginning this month, also significantly boosts the funds available for commercial, industrial and institutional consumers.

As envisioned, a maximum of $3.2 billion could be available in any one of the four program cycles from 2025 to 2036, with up to 85 per cent of that to be divided among province-wide programs for commercial, industrial, institutional and residential electricity consumers.

Other funding envelopes are specifically geared to low-income electricity customers, on-reserve First Nations and various geographically targeted measures to be offered through select local distribution companies (LDCs). There is also an opening for the budget and scope of programming to be readjusted after a scheduled comprehensive review in 2030.

This is a significant jump in spending from the Ontario government's initial allocation for its 2021-24 conservation and demand management (CDM) framework. At that time, $456 million over four years was earmarked for province-wide programs for the commercial, industrial and institutional sectors — an amount that was then topped up with an extra $342 million to add programs for 2023 and 2024.

Just $65.6 million over four years was made available for additional programs for customers of specified LDCs.

Now, the government is preparing for a forecasted 75 per cent increase in provincial electricity demand by 2050, which will be needed to support anticipated population and economic growth and the shift away from fossil-fuel-based heating and transportation. Energy efficiency is viewed as a cost-effective means to take a bite out of the some required investment in new generation and transmission capacity. Stephen Lecce, Ontario's Minister of Energy and Electrification, cited the recognized formula that $1 put towards energy efficiency yields a $2 avoidance in new generation costs as he laid out instructions for the Independent Electricity System Operator (IESO) last November.

Electricity efficiency programs are an established part of Ontario's energy mix and provide continued opportunities for electricity consumers to manage their electricity costs, to help cost-effectively meet system needs and provide economic opportunities for the network of companies involved in the delivery of energy efficiency programs and services," he wrote in a -- directive that outlines the programs and associated administrative oversight the IESO will be expected to deliver for the 2025-2036 period. "Programs under the Framework will help support energy affordability and customer choice for homes, competitiveness, productivity and cost management for businesses, as well as the province's transition to a cleaner energy economy."

Previously dubbed the CDM framework, the newly unveiled programming cycle has been renamed the electricity demand side management (eDSM) framework and given a tighter three-year run-time before the IESO is routinely scheduled to refresh and reset it. Perhaps most notably, the 2025-2027 eDSM framework will reintroduce incentives for residential customers to replace energy-using appliances/equipment and/or upgrade energy performance in their households.

Thus far, other announced changes affecting non-residential customers include new incentives targeting: cooling loads in data centres; solar photovoltaic generation for distributed energy resources (DER); energy management support in industrial facilities; and smart thermostats for small businesses.

As well, the budget for LDCs' specialized incentives — which could flow to either or both residential and non-residential customers within a particular geographic area — has been set at a minimum of $90 million and potentially as much as $150 million over the three-year period.

Basically, any programs that were offered in 2024 will continue to be offered in 2025 and beyond. We'll amp them up to reach more customers and then also continue to enhance them," says Tam Wagner, the IESO's director of demand side management. "We'll continue to explore what new technologies are available, where customer needs are and how they align with what the electricity system's needs may be. What we're looking at is not just maintaining the status quo, but continuing to evolve and approve programs."

## Additional commercial rebates and resumed attention to in-house energy managers

The retrofit program, which provides a set rebate amount for designated energy-saving equipment and systems, has now added two new categories of items for commercial/institutional electricity customers and three for industrial customers. All qualified business sector applicants are promised: up to $1,000 per kilowatt (kW) for the installation of a microgeneration solar photovoltaic (PV) system with a capacity of less than 10 kW; up to $860 per kW for installing small-to-midsize solar PV systems with a capacity of 10 kW to 1 megawatt (1,000 kW); and up to $10,000 per unit for designated high-efficiency air conditioners deployed in computer rooms. Industrial customers can additionally receive up to $250,000 to subsidize the cost of an energy management information system.

Eligibility for the solar PV incentive will be contingent on whether the system can be connected to the electricity grid to augment distributed energy resources (DER).

Eligibility for the solar PV incentive will be contingent on whether the system can be connected to the electricity grid to augment distributed energy resources (DER). Generation systems with a capacity greater than 1 MW would also qualify for the incentive, but it would be capped at a maximum of $860,000.
"The solar PV incentive was (previously) offered in the Ottawa area under the local initiatives program and we saw a lot of interest and uptake there," Wagner reports. "We're now offering that measure province-wide for businesses to be able to offset their energy use through the installation of solar."

The new incentive for industrial energy management information systems draws on federal funding through Natural Resources Canada's (NRCan) initiative to promote decarbonization in industrial and manufacturing facilities.

The same pot of NRCan funds also underpins a promised expansion of the IESO's energy management program that is to include a resumption of support for remuneration of in-house energy managers in industrial facilities.

The latter highly popular element was phased out of the 2021-2024 CDM framework at the halfway mark, then replaced with facilitation of training, coaching and networking for various groups of participants aligned with different industry subsectors. Findings from the IESO's commissioned program review, released last fall, reveal somewhat uneven engagement in the first year of the new approach.
It points to "many passive participants" who, evaluators conclude, were either intimidated by other group members' perceived greater expertise or guarded about sharing information with contemporaries from competitive companies and organizations. Evaluators recommended reinstating funding for in-house energy managers, and the IESO committed to consider the recommendation in future program development.

https://www.reminetwork.com/articles/ontario-recharges-energy-efficiency-budget/

“That is absolutely on our radar,” Wagner confirms. “We’ve been able to reintroduce the energy manager program to the industrial space, but we are considering it and stay tuned for more information about a similar (wider) reintroduction.”

As well, small businesses with fewer than 50 employees will now be encouraged to participate in demand response through the expansion of an incentive program initially introduced for residential electricity customers in 2023. It offers $75, via a prepaid virtual Mastercard, for first-time enrollment of Wi-Fi-enabled thermostats associated with central air conditioning, a rooftop unit or a heat pump that is part of a central air conditioning system. Enrollees can subsequently receive $20 for each additional year they continue in the program.

“We’re exploring commercial HVAC demand response also,” Wagner advises. “That’s work that’s underway around how best to be able to yield energy and peak demand savings associated with that.”

# TSSA Strengthens Hydrogen Safety Framework to Support Ontario’s Low-Carbon Hydrogen Economy

## TSSA Strengthens Hydrogen Safety Framework to Support Ontario's Low-Carbon Hydrogen Economy

The Technical Standards and Safety Authority (TSSA) is committed to supporting Ontario's transition to a low-carbon hydrogen economy through enhanced regulation of hydrogen distribution and utilization in the province.

Currently, TSSA regulates key areas of hydrogen infrastructure, including refueling station design, pipeline installation, and high-pressure piping. To ensure continued safety and effectiveness, TSSA is updating its licensing, inspection, contractor registration and training processes for hydrogen. These enhancements to the regulatory framework are aimed at supporting the safe adoption of hydrogen technology and foster the growth of the hydrogen sector in Ontario.

Effective February 3, 2025, key enhancements for hydrogen safety include the following:
Licensing Requirements to Transport Compressed Hydrogen in Bulk Containers: Transport trucks that currently use bulk containers to transport compressed hydrogen to user locations will transition from variance approvals, when expired, to a licence application and approval process. Application for approval can be submitted through TSSA's Client Portal.

Licensing Requirements for Existing Hydrogen Facilities: Existing hydrogen facilities and equipment, including refueling stations and maintenance and conversion centres, will transition to ongoing inspections and licensing by TSSA. Establishing consistent inspection touchpoints will help ensure that all hydrogen facilities operate safely and comply with regulations

https://www.tssa.org/tssa-strengthens-hydrogen-safety-framework-support-ontarios-low-carbon-hydrogen-economy

Licensing of New and Modified Hydrogen Facilities: All new and modified hydrogen facilities require TSSA's engineering approval and inspections before being issued a licence to operate. Licences must be renewed annually. TSSA has published new guidelines on our website to facilitate the application for engineering approval.

Hydrogen Contractor Registration: A specific hydrogen contractor registration is now required of businesses that work on hydrogen systems and equipment in Ontario. As with other fuels contractors, hydrogen contractors will be regularly audited and must meet specific requirements for certification, equipment installation, and incident reporting.

Additionally, TSSA continues to offer certification for technicians who install, inspect, or repair hydrogen equipment.

To support workforce development and build strong industry expertise, TSSA has designed a specialized hydrogen curriculum. TSSA invites interested education institutions to apply to become accredited training partners in hydrogen. Institutions can contact TSSA for more information about the curriculum and additional details.

# Cybersecurity in property management

## The right way to respond to a data breach

**Tuesday, November 12, 2024**

As data breaches become more common, with malware and phishing scams happening at unprecedented rates, mitigating your organization's risk while having an effective communication strategy in place, are measures every property manager should take seriously. Cyber breaches can result in financial losses, legal liabilities and reputational damage capable of crippling an otherwise successful organization. Sadly, these days, it's not a matter of if, but when a data breach will occur.

Aside from working with an IT/Cybersecurity company to ensure measures are in place to limit risk and protect data, property managers should be cyber-ready with a cybersecurity communication plan developed in case of a data breach. Effective cybersecurity communication can be a powerful weapon to combat cybercrime, and it all starts with preparing for this unwanted incident.

**3 steps for data breach readiness**

To develop an effective data breach communication strategy, the first step is to prepare in advance by creating a crisis communication plan. This is a detailed document outlining the steps and responsibilities of the crisis communications team that must be adhered to during a cyber attack. The second step is to maintain consistent, timely communication during and after the attack. The third step is to maintain full transparency throughout the crisis.

**Key communication points**

Following any data breach, your tenants and suppliers will want to know the following three things:

1. **Was my data stolen?**
2. **What is my potential risk?**
3. **Do I need to take action with any regulatory bodies, financial institutions and credit check agencies?**

Every cyber crisis communication plan should provide accurate and timely information for addressing these questions. The plan should be communicated to all affected stakeholders by a crisis management team. Every person in the communication chain must report their findings to senior leadership so that all aspects of the breach can be considered and responded to appropriately. It's also imperative to work closely with your company's legal counsel to ensure a full understanding of your responsibilities with regards to regulatory bodies, government and insurance agencies.

Remember, time is of the essence. It's best to inform all affected parties as soon as possible to ensure you maintain your position as the primary source of information. This helps prevent any misinformation from spreading from outside sources while reinforcing that you have everyone's best interests at heart and are doing everything you can.

## Questions to ask your crisis communications team

In order to communicate to tenants and suppliers which data was compromised and when the incident occurred, you'll need to gather the following information:

1. What happened?
2. When did it happen?
3. What are the known facts?
4. What is the scope of the incident?
5. How can we help tenants and suppliers?

Remember that in the heat of the moment, it's important for you to deal only in the facts and not wade into speculation about what may have led to the event and who is to blame. Transparency is key in any data breach. Impacted organizations should provide accurate and proactive information that is confirmed and approved by their legal counsel

In today's fast-paced digital world, it is likely that every organization will fall victim to a cyber attack at some point, even with risk mitigation strategies and best practices in place. Having a carefully crafted data breach communication plan that focuses on clear, concise and timely communication in the event of an incident is a critical measure that will go a long way to maintaining the trust of all your stakeholders and the public.

*Nicole Harris is the founder and CEO of Solv Communications, a PR and Reputation Management agency specializing in property management, real estate, and property development reputation management.*

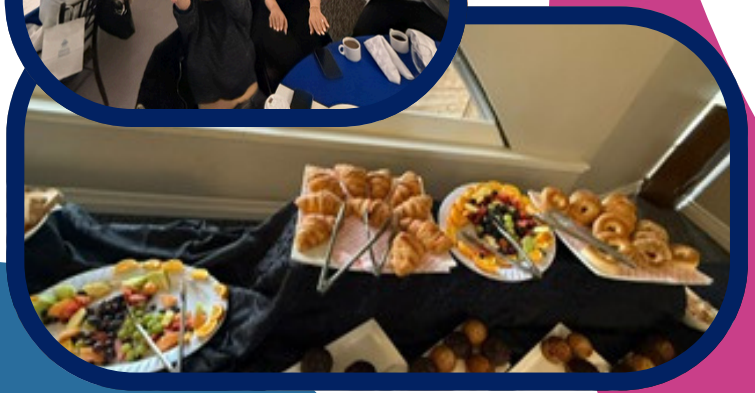
https://www.reminetwork.com/articles/how-to-prepare-for-a-data-breach/

# Nadlan-Harris
## Team Seminar







### Guest Speaker

Lee Senter - Fresh & Clean

Gavin Herman - Watr Tek Pro

Zvi Kriegsman - Hudson Energy

Michele Farley- FCS Fire Consulting