Appendix 7 – Summary of Engagement Process

Available in accessible formats upon request

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Table of Contents

Table of Figures

Table of Tables

1 Introduction

Comprehensive and meaningful engagement was foundational to the development of the 2023 IRP. We valued the opportunity to learn from our customers and interested parties. We listened and have initiated a dialogue with diverse perspectives and viewpoints to help keep the 2023 IRP centred in the Manitoba context. Engagement complemented the development process with each round of engagement aligned to inform key IRP development milestones. This appendix provides a summary of the development of the IRP engagement process and how engagement feedback informed the 2023 IRP. A more comprehensive engagement report will be published in fall 2023.

2 Engagement Overview

This section provides a high-level overview of IRP engagement goals and objectives, the engagement process, engaged parties, and overall project communications.

2.1 Engagement Goals and Objectives

The overall objectives for engagement were set to reflect the scope of the 2023 IRP. The focus of the 2023 IRP was to understand the changing energy landscape and how it may impact how Manitoba Hydro serves our customers on the electric and natural gas supply and delivery systems. The approach to engagement accounted for the broad analysis needed and to inform the IRP with the Manitoba context.

The overall objectives of engagement were to:

- inform customers, interested parties, and the public about the IRP, including building understanding around key concepts of energy planning.
- engage Manitobans to better understand customer needs and perspectives related to current and future energy use to inform the IRP.
- initiate a dialogue with interested parties that includes diverse perspectives on the evolving energy landscape in Manitoba.
- inform Manitobans of the 2023 IRP outcomes and establish a repeatable process that could be built upon to continue informing future energy planning.
- develop and implement an engagement process that was valid, meaningful, and inclusive. This includes increasing openness and transparency in the process through the development of plain language and user-friendly engagement materials.

The approach to engagement for the 2023 IRP was guided by the International Association of Public Participation's (IAP2)[1] pillars for effective engagement. This included the use of the Spectrum of Public Participation as shown in Figure A7.1. The Spectrum is a tool used as part of designing an engagement process; it supports the formulation of specific public participation goals, describes the commitment to the public, and guides engagement practitioners in selecting appropriate engagement tactics and tools. Each level of engagement reflects a different level of impact members of the public have on a decision-

[1] https://www.iap2.org/

making process. The goals and objectives for engagement determine the "Promise to the Public" with respect to the level of impact the public will have on decision making.

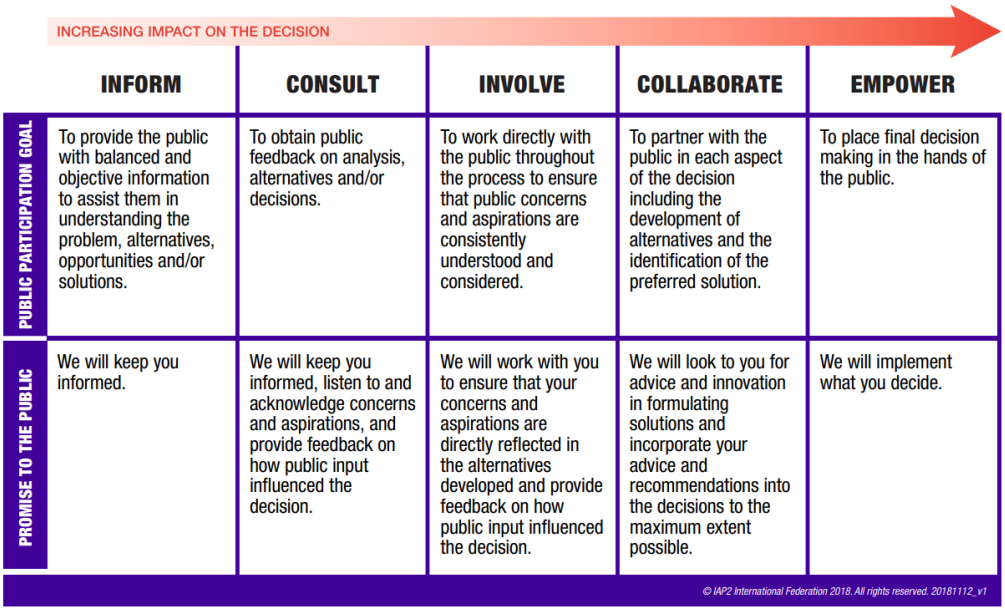


Figure A7.1 – Spectrum of Public Participation (©International Association of Public Participation)

Given the nature of the IRP engagement goals and objectives, engagement with customers and interested parties was planned at the "inform" and "consult" levels of participation on the IAP2 Spectrum. The specific level of participation was evaluated for each round of engagement, considering the specific goals of the engagement round, audiences targeted, and feedback sought. Following this evaluation, engagement methods and tools were selected for sharing information and receiving feedback to inform the IRP. Our engagement efforts were focused on: keeping interested parties informed and bringing them along the journey of our IRP development; seeking specific feedback and listening to what was shared; seeking to incorporate a diversity of perspectives in the engagement; and, providing updates on how feedback informed the 2023 IRP.

The design of the engagement process accounted for changing public health guidance related to the COVID-19 pandemic. Most engagement opportunities used virtual techniques to encourage participation among those who might otherwise have been hesitant to attend an in-person event. Using a virtual approach not only addressed health related concerns but also allowed for participants across the province to contribute without the need for travel.

2.2 Engagement Process

The design of our IRP process identified major milestones where engagement could be received and considered. This allowed us to inform the IRP with valuable feedback as it was developed and enable meaningful participation in the process.

There were multiple opportunities to engage in the development of the 2023 IRP. We held four rounds of engagement that were multifaceted and spanned 18 months from fall 2021 to spring 2023. We designed each round of engagement to inform key stages of the IRP development process, shown in Figure A7.2.

- **Round One:** The initial conversation with customers helped to understand customer values and perspectives related to current and future energy use. This knowledge was used to inform the current state review and future phases of the IRP such as the development of the key inputs and scenarios.
- **Round Two:** Sought perspectives on the draft key inputs and scenarios to confirm these prior to the modelling & analysis stage of the process. In addition, unique viewpoints were engaged through large customer research interviews and focus groups with underrepresented customer segments.
- **Round Three:** Shared initial modelling results and asked for feedback on additional analysis that could be considered in the 2023 IRP.
- **Round Four:** Shared preliminary outcomes including completed modelling and analysis results and the draft road map. Modelling and analysis results that most informed the development of the road map, the outcome of the IRP, were highlighted. The draft road map was shared which included learnings, near-term actions, and signposts. Perspectives were asked on priorities for near-term actions as well as which signposts would most significantly impact the evolving energy landscape.

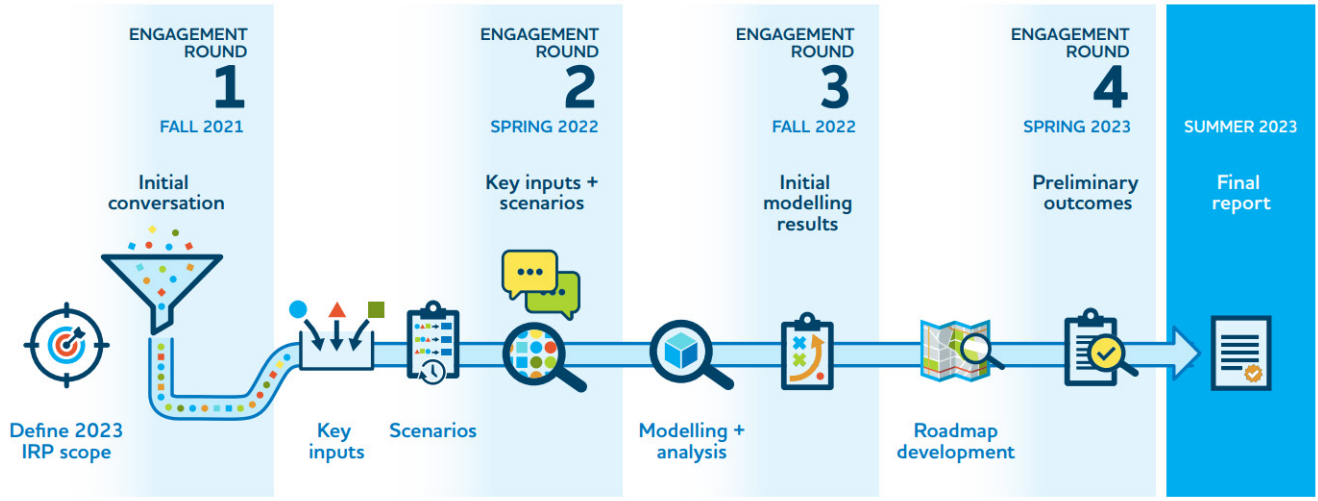
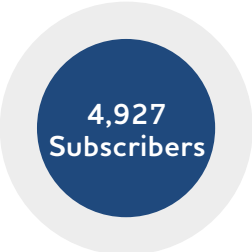


Figure A7.2 – 2023 IRP Engagement & Development Overview

2.3 Communications

Several different ways were used to communicate throughout the IRP development. Generally, the subscriber emails and project website were used to communicate more broadly. Direct emails were used to connect with interested parties engagement participants. Any materials referenced or linked in these direct emails was to materials posted on the project website, thereby ensuring all participants had access to the same information. Other specific communications based on the needs of the engagement objectives are discussed in the next section.

Subscriber Emails



The public was invited to sign up to receive subscriber email updates through the round one engagement customer survey and directly through the website. Nearly 5,000 subscribers requested and received email updates throughout the development of the 2023 IRP. Subscribers demonstrated a high level of interest with an average of 76% opening emails. At each round of engagement, we tailored the information shared and welcomed their feedback through customer surveys or by emailing a dedicated IRP email address (IRP@hydro.mb.ca).

Project Website

The 2023 IRP website, www.hydro.mb.ca/corporate/planning hosted publicly available information, including educational and self-serve engagement materials from each round of engagement. Throughout the project, the website has received nearly 28,000 unique visitors. The website features recorded video presentations, which have had a combined total of over 500 views, several plain language documents clarifying key details, as well as What We Heard documents that summarize engagement feedback. The website also enabled people to subscribe to subscriber emails.

2.4 Engaged Parties

Careful consideration and use of the IAP2 Spectrum helped define the public's role and participation goals within the engagement process. The IAP2 Spectrum supported the overall design of the engagement process and influenced the selection of appropriate engagement tools and techniques. Several groups were identified as being important to engage with as part of developing the 2023 IRP. Table A7.1 below summarizes the general approach by group.

We followed a step-by-step process to engage with different groups throughout each round of the process. First, we connected with key departments from the Province of Manitoba to inform and identify additional engagement opportunities. This was followed by discussions with Efficiency Manitoba to ensure alignment, as well as engagement with interested parties to share information and seek feedback. After that, we invited broader Province of Manitoba departments to dedicated engagement opportunities. Finally, we provided updated to the general public through out project website and emails to our nearly 5,000 subscribers.

Table A7.1 – Engaged Group and General Engagement Approach

ENGAGED GROUP	ENGAGEMENT APPROACH
General Public	• Broad engagement efforts focused on members of the public in Manitoba. • Phase 1 customer survey, supported through marketing, such as paid media, bill inserts, direct emails, and distribution of paper based surveys. • Members of the public who subscribed to the IRP emails (approximately 5,000 subscribers) received updates with self-serve presentation content, surveys to provide input, and engagement summaries sharing what was heard in each round of engagement. • The public website also featured all materials used in IRP engagement, including presentation content and engagement summaries. A link was also available for any members of the public who wanted to subscribe to the subscriber emails at any point throughout the IRP development process
Interested Parties	Interested parties are any individual or group with a representative voice and demonstrated interest in participating in the development of the 2023 IRP. The interested parties engagement focused on bringing diverse perspectives together from a variety of specific groups: • Non-governmental Organizations – Social and Environmental • Academia • Associations – Sector and Community • Economic Development Organizations • Indigenous Organizations • Manitoba Hydro Commercial and Industrial Customers • Public Institutions (Municipalities, Government Departments)* • Efficiency Manitoba* Approximately 120 groups were invited to participate in the interested parties engagement as they met the following criteria: • Could bring representative or collective perspectives to the discussion • Had a role or focus (through mandate or research) on energy planning, or knowledge of key factors that could influence energy demand in Manitoba • Important for them to understand the IRP development as part of their organization's mandate and objectives • Had a demonstrated interested in energy planning or energy policy Several interested parties were added during the process and large customers who participated in round two customer research interviews were also invited to join this group. *Efficiency Manitoba and Province of Manitoba staff were invited to attend the sessions as observers to listen to the discussion and consider the diversity of perspectives.

ENGAGED GROUP	ENGAGEMENT APPROACH
Provincial Government Departments	Pre-engagement meetings were held with the Department of Finance and the Department of Environment and Climate in advance of each external engagement round. The purpose of these meetings was to communicate what would be shared in engagement, how engagement would take place, who would be engaged, and understand if there were any areas of misalignment. These pre-engagement meetings were also an opportunity to understand how the Government of Manitoba would like to be further engaged in the round of engagement to provide feedback into the development of the IRP. For engagement rounds two, three, and four, dedicated public sector workshop sessions were held for any government departments interested in participating. The sessions used the same materials as for the interested parties' workshop and sought the same feedback. Staff from the Department of Finance and the Department of Environment and Climate were invited to observe interested parties workshop sessions throughout engagement rounds two, three, and four.
Efficiency Manitoba	We regularly engage and collaborate with Efficiency Manitoba. The focus for IRP engagement was on incorporating efficiency programming and plans into the 2023 IRP. Before the interested parties' workshops, the materials were shared with Efficiency Manitoba to ensure alignment of the results and messaging. Staff from Efficiency Manitoba were invited to observe interested parties workshop sessions throughout engagement rounds two – four.

3 What we did – You shared, we listened

This section provides a summary of what occurred in each round of engagement and how it informed the 2023 IRP. For each round of engagement we describe the following:

- **Goals & Objectives:** focus and purpose of engagement round.
- **What We Asked:** core questions asked and feedback sought for each engagement round.
- **How We Listened:** engagement methods used and participation by the numbers.
- **What We Heard & What We Did:** overview of how engagement feedback informed the 2023 IRP.

3.1 Round One – Initial Conversation

In round one engagement we wanted to start the conversation and understand what customers value and any future energy decisions they may be contemplating.

Goals & Objectives

- Raise awareness about the 2023 IRP.
- Understand customer values and perspectives related to the energy they use today and plan to use in the future.
- Confirm key considerations within the IRP scope.
- Build a group of interested customers who want to learn more about energy planning and continue to share their unique perspectives to inform the IRP development process.
- Providing a broad engagement opportunity that was easy to access across the province.

What We Asked

As part of launching the initial conversation in November 2021, a broad customer survey was widely promoted and available in both English and French (**Error! Reference source not found.**). The survey invited customers to share their views on energy supply, emerging energy technologies, electric vehicles, and time of use rates. The survey questions focused on two main themes:

- What future energy decisions are being contemplated by customers?
- What energy planning considerations are important to customers?

Figure A7.3 – Survey bill insert delivered to customers (English and French)

A copy of the questions included in the customer survey will be included in the full IRP Engagement Report to be published in fall 2023.

How We Listened

A range of engagement methods were considered to meet the above goals and objectives for the round one engagement. A broad public survey was selected as the most appropriate method as part of initiating an energy conversation with customers, as it enabled the scale of engagement needed and the ability to gather a broad range of perspectives.

The customer survey was open from November 2 to December 16, 2021. While the survey was open, it was widely promoted through communications and advertising through digital, radio, social media, and newspaper mediums. This included approximately 350,000 bill inserts, 200,000 direct emails to customers, and a direct mailer of paper surveys distributed to the 16,000 residential customers in First Nations communities.

Figure A7.4 – Social Media Advertising Example

Customer Survey

14,973

Responses

The distribution of the survey generated 21,000 visits to the IRP website, and 14,973 responses. This included over 25,000 long answer comments received, themed in 85 different categories. Nearly 5,000 participants subscribed for further communication about the 2023 IRP.

What We Heard & What We Did

Through the survey, Manitobans shared their input related to how they use and consume energy, and about their plans and perspectives related to future energy use. Based on the feedback received, the IRP team informed the development of key inputs, scenarios, and further shaped the approach to the development process, as described in Table A7.2.

Table A7.2 – Round One What We Heard & What We Did

WHAT WE HEARD	WHAT WE DID
Customers are strongly motivated by cost and affordability.	The input from the customer survey helped confirm the scope of the 2023 IRP. Customer values confirmed through the survey were considered throughout each stage of the development process. Some areas such as specific rate concepts were not within the scope of the 2023 IRP because those topics are addressed in other processes. Customer survey findings provided a strong starting point to develop the key inputs and scenarios proposed for discussion in round two engagement. This included key inputs such as the adoption of electric vehicles, the evolving role of natural gas, and the evolving role of customer self-generation. More details can be found in our round one what we heard summary.[2]
Reliability, environmental, and social concerns are important to customers, and they would like to see these factors inform the approach to energy planning.	
Customers are engaged and interested in how energy rates are structured.	
Electric vehicles are increasingly in customers plans, with 40% of respondents considering a purchase in the near future.	
Customers are not actively looking to switch from using natural gas to electricity. Only 11% of survey respondents indicated they have plans to change their appliances from gas to electric.	
Quick adoption of self-generation is not expected, with 13% of respondents indicating they are thinking of self-generation.	

3.2 Round Two – Key Inputs and Scenarios

In spring 2022, round two engagement provided information on the IRP development process and asked for feedback on the draft key inputs and proposed scenarios. Conversations were had with large customers to understand their potential current and future energy decisions, and to gather and develop data to inform the IRP.

Goals & Objectives

- Gather information from a variety of customer segments including large and industrial customers to understand values, intentions, and perspectives related to current and future energy use.
- Seek a broad range of perspectives to provide feedback by engaging several different organizations and groups.
- Build a shared understanding with interested parties representing a diversity of perspectives and interests.
- Share the process of developing an IRP and build knowledge around energy planning terms and concepts.

[2] https://www.hydro.mb.ca/corporate/planning/what_we_heard_round_1/

Round two engagement was designed to engage with several different groups to seek feedback from a broad range of perspectives on the draft key inputs and scenarios that would be used in the modelling and analysis.

Manitoba Hydro retained the services of Prairie Research Associates Inc. (PRA), to support IRP engagement efforts in this round and going forward. PRA's scope was to provide advice in developing the engagement process, and to facilitate the interested parties engagement as a neutral third party, and to support the engagement efforts through reporting.

What We Asked

The second round of engagement presented draft key inputs and proposed scenarios that would form the backbone of the modelling and analysis. The modelling and analysis is central to the energy planning process. Key questions asked included:

- Have we captured the key inputs that will significantly impact energy needs in the next 20-years?
- Are the scenarios reflective of the potential energy futures in Manitoba?

Key inputs have the potential to cause *the most* significant changes to future energy needs in Manitoba and have significant uncertainty.

A scenario represents a specific energy future and has a specific combination of key inputs to describe that future.

Five key inputs and four scenarios were proposed in round two engagement.

Large commercial and industrial customers participated in interviews or detailed surveys that asked about their current and future energy use, existing or planned decarbonization commitments, perspectives on factors that could impact the pace of change, as well as other outside influences that may impact their energy use in the future.

How We Listened

The conversation continued through focused discussions with customers, workshop sessions with interested parties, and large customers were invited to share perspectives and insights on future planning and decision making that should be considered in the 2023 IRP. Targeted email communications and a second customer survey were sent to the 5,000 subscribers.

Engagement techniques were selected based on objectives to engage with specific engaged groups. Table A7.3 provides an overview of selected engagement methods for round two by group. Provincial government departments and Efficiency Manitoba were engaged per Table A7.1.

Table A7.3 – Selected Methods used in Round Two Engagement

ENGAGED GROUP	SELECTED ENGAGEMENT METHODS
General Public	Sharing Information: • **Email to 5,000 subscribers** – Emails were sent to inform on progress of the IRP development and provide opportunities to share feedback. Emails included links to self-serve content, a second customer survey, and a summary of what was heard in round one engagement. • **Customer Survey** – A second customer survey was used as an engagement method to seek feedback on draft key inputs, proposed scenarios, and provide feedback on preferred methods for engagement communications and updates. The survey was sent to the 5,000 subscribers and posted on the project website. • **Self-serve presentations** – Recorded interested parties workshop presentations with transcripts were developed to provide opportunities for people to view presentation content at their own pace. • **Focus groups** – Three focus groups were conducted to seek perspectives of underrepresented voices identified in the initial customer survey. Three focus groups were held, two conducted with Manitobans aged 18-25 and one with woman ages 26+. In each group, at least three participants self-identified as Indigenous, and at least three came from low-income households (less than $75,000 combined household income).
Interested Parties	• **Online Workshop Sessions** – Workshops were chosen as a way for interested parties to keep informed, share feedback, and hear diverse perspectives from each other. Round two engagement sought feedback on the drafted key inputs and proposed scenarios. Three workshop sessions were held, one of which was a separate session held for academics.
Large Customers	• **Customer Interview & Survey** – Twenty large industrial and commercial customers (including public sector customers and large transportation users or those with fleets) participated in structured interviews or completed surveys so we could understand their unique perspectives and plans related to current and future energy use.

Round two engagement opportunities included:

What We Heard & What We Did

Based on the feedback received throughout round two engagement, we were able to confirm the key inputs and scenarios that would be used for the modelling and analysis, and move forward with confirmation that we were considering an appropriate range of future energy scenarios in the 2023 IRP. These are detailed in Table A7.4.

Table A7.4 – Round Two What We Heard & What We Did

WHAT WE HEARD	WHAT WE DID
Engagement participants are interested in understanding the process and all of the inputs that go into the modelling and analysis.	A plain language Key Input Assumptions[3] document was developed to clearly explain the model inputs considered. A Q & A document[4] was developed to help answer the questions heard throughout engagement.
Most participants felt the list of key inputs and their respective factors were comprehensive. Participants suggested factors they wanted to see specifically identified as part of the approach to planning, including within the key inputs and scenarios. Factors suggested by participants included reconciliation with Indigenous Peoples, sustainable development, grid resiliency and reliability, demand side management, and additional economic factors such as recession.	Confirmed that the key inputs identified were the ones with the most significant potential to impact energy use in Manitoba. Participant feedback on additional factors was used to refine key inputs where possible and informed the detailed analysis used to understand how different drivers may impact our modelling results.
Participants confirmed that scenarios were appropriate bookends for the evolving energy landscape, so long as there is a pathway towards net-zero greenhouse gas emissions represented in the scenarios. Participants indicated further review may be needed to ensure the scenarios were flexible and could accommodate more combinations of inputs.	Scenario four was confirmed to allow for a path to net-zero emissions. Other suggestions were considered for sensitivities as part of the modelling and analysis, such as alternative space heating technologies, policy impacts, and climate risk.
Participants asked for clarification around Provincial energy policy as compared to the focus and scope of the IRP.	Manitoba Hydro's mandate was reiterated during the workshop, as well as the specific scope of the IRP.
Some groups indicated the terminology used was highly technical and difficult to understand.	Further efforts were made in subsequent rounds to define terminology more clearly and to use plain language wherever possible. In round three, additional focus was placed on building further understanding of energy planning concepts.

Round two engagement confirmed the five key inputs expected to have a significant impact on Manitoba's energy future, and the four scenarios that represent the range of anticipated energy futures for the

[3] https://www.hydro.mb.ca/corporate/planning/pdf/modelling-key-input-assumptions-EN.pdf
[4] https://www.hydro.mb.ca/corporate/planning/pdf/round-2-q-and-a-EN.pdf

province. More detail on what was presented and heard in round two engagement, see our round two detailed summary.[5]

3.3 Round Three – Initial Modelling Results

In fall 2022, the third round of engagement described the modelling process[6] and shared initial modelling results[7] for feedback. The modelling and analysis is the technical work done to simulate the energy system and study a range of future scenarios, to help understand what may happen. The results help inform potential actions for meeting our customers' changing energy needs.

Goals & Objectives

- Share what was heard in round two and how it was incorporated.
- Build knowledge of energy planning and the IRP modelling and analysis process.
- Share initial modeling results.
- Seek feedback on additional modelling considerations.
- Communicate next steps for modelling and analysis.

What We Asked

Manitoba Hydro asked about additional modelling and analysis that could be considered within the 2023 IRP. Key questions included:

- What additional IRP analysis would you like to see considered?
- Are there considerations that could significantly impact our understanding of potential energy futures in Manitoba?

How We Listened

The third round of engagement focused on communicating the IRP modelling process through an information session provided to interested parties, as well as online workshops focused on sharing initial modelling results and seeking feedback on additional analysis the IRP should consider. Targeted email communications with links to self-serve presentations and a third customer survey was sent to the 5,000 subscribers.

[5] https://www.hydro.mb.ca/corporate/planning/what_we_heard_round_2/
[6] https://www.hydro.mb.ca/corporate/planning/pdf/modelling-process-presentation-EN.pdf
[7] https://www.hydro.mb.ca/corporate/planning/pdf/initial-modelling-results-presentation-EN.pdf

Table A7.5 provides an overview of selected engagement methods for round three by group. Provincial government departments and Efficiency Manitoba were engaged per Table A7.1.

Table A7.5 – Selected Methods used in Round Three Engagement

ENGAGED GROUP	SELECTED ENGAGEMENT METHODS
General Public	• **Email to 5,000 subscribers** – Emails were sent to inform on 2023 IRP development progress and provide opportunities to share feedback. Emails included links to self-serve content, a third customer survey, and a summary of what was heard in round two engagement. • **Customer Survey** – A third survey asked subscribers to provide their opinions on Manitoba Hydro's proposed 2023 IRP sensitivities. • **Self-serve presentations** – Recorded interested parties workshop presentations with transcripts were posted on the website.
Interested Parties	• **Online Information Session** – A two-hour information session was offered to interested parties to inform participants about the IRP modelling process and provide background on energy use in Manitoba. This was a primer in advance of the online workshop. The background information was to support a better understanding of the initial modelling results. • **Online Workshop Sessions** – Workshops were chosen as a way for interested parties to keep informed, share feedback, and hear diverse perspectives from each other. Round three engagement provided a background on energy-use in Manitoba, presented initial modelling results, and asked for feedback on additional analysis that may need to be considered. Three workshop sessions were held, one of which was a separate session held for academics.

Round three engagement opportunities included:

What We Heard & What We Did

Through round three engagement, Manitoba Hydro was able to collect feedback on the initial modelling and analysis results and hear perspectives on additional analysis that could be considered, as detailed in Table A7.6.

Table A7.6 – Round Three What We Heard & What We Did

WHAT WE HEARD	WHAT WE DID
Customer self-generation – Different sensitivities were suggested for greater uptake of customer self-generation through solar generation.	A sensitivity was included with double the uptake of customer self-generated solar in initial modelling. For details, see Appendix 5 discussion on: • Distributed Solar Photovoltaic (PV) Generation
Demand Side Management (DSM), fully selectable – A sensitivity was suggested to remove all assumptions around Efficiency Manitoba programming and allow the model to optimize to the maximum possible amount of DSM.	A sensitivity was included to allow the model to optimize the amount of DSM selected. For details, see Appendix 5 discussion on: • Optimization of Energy Efficiency • Ground Source & Air Source Heat Pumps • Lower Customer Incentive Level for Energy Efficiency

WHAT WE HEARD	WHAT WE DID
	• Distributed Solar Photovoltaic (PV) Generation
Demand response –It was suggested demand response could have a significant positive impact on peak demand, particularly for large customers that may have flexibility in their electricity usage (i.e., running in off-peak).	A sensitivity was included on demand response to investigate the potential impacts to the initial modelling results. For details, see Appendix 5 discussion on: • Demand Response (DR)
Dual fuel – It was suggested that the assumed -10C temperature for a dual fuel system cut-over from the air source heat pump to natural gas space heating should be lower since such air source heat pumps are currently available.	A sensitivity was added with a - 20C cut over temperature. For details, see Appendix 5 discussion on: • Dual Fuel for Heating
Fully renewable energy – Only non-emitting generation would be allowed, and no natural gas could be used for space heating.	A sensitivity constraining the model from picking any emitting thermal generation was developed. Assumptions included in scenario four already included switching from natural gas space heating to electric. For details, see Appendix 5 discussion on: • No New Natural Gas Turbines
Ground source heat pumps – There were several suggestions to consider further modelling of ground source heat pumps. Modelling extensive community networked ground source heat pumps was suggested.	Using Efficiency Manitoba's market potential studies, a sensitivity looked at achieving the maximum market potential of ground source heat pumps. Individual ground source heat pumps were modeled, not networked systems. For details, see Appendix 5 discussion on: • Ground Source & Air Source Heat Pumps
Import/exports – It was suggested there may be material changes for future import and export prices, so sensitivity analysis around those assumptions would be needed to understand the impact to the initial modelling results.	A sensitivity analysis around future market prices was developed. For details, see Appendix 5 discussion on: • Reduced Imports • Low Export and Import Market Price

Other suggested sensitivities required more investigation or were out of scope for the 2023 IRP. More detail on what was shared and heard can be found in our round three detailed summary.[8]

[8] https://www.hydro.mb.ca/corporate/planning/pdf/round-3-what-we-heard-detailed-summary-EN.pdf

3.4 Round Four – Preliminary Outcomes

In spring 2023, round four engagement shared the 2023 IRP preliminary outcomes[9] including the completed modelling and analysis results[10] and the draft road map including learnings, near-term actions, and signposts.

Goals & Objectives

- Report on how feedback from round three informed decision-making.
- Share completed modelling results including updated sensitivity analysis.
- Present the draft IRP road map including learnings, near-term actions, and signposts for feedback.
- Communicate how external engagement perspectives and interests have been reflected and influenced the IRP development process.
- Seek feedback on the draft IRP road map.

What We Asked

Round four engagement focused on several key questions:

- Is any clarification needed on the completed modelling and analysis results?
- Which near-term actions are a priority for you and why?
- What signposts are likely to have the biggest influence on Manitoba's evolving energy landscape?
- Are there additional signposts that should be monitored?

The **road map** is a directional strategy to help prepare for the future, it is not a specific development plan. It details how Manitoba Hydro can navigate a transition from today's energy systems to future energy systems while continuing to serve customers with safe, reliable energy at the lowest cost possible. The road map is the outcome of the IRP and it consists of learnings, near-term actions, and signposts.

How We Listened

The final round of engagement focused on sharing the completed modelling results and draft road map with interested parties through online workshop sessions. Targeted email communications with links to recorded self-serve presentations and a fourth customer survey were sent to the 5,000 subscribers.

[9] https://www.hydro.mb.ca/corporate/planning/pdf/round-4-preliminary-outcomes-presentation-EN.pdf
[10] https://www.hydro.mb.ca/corporate/planning/pdf/2023-irp-completed-modelling-and-analysis-april-2023.pdf

Table A7.7provides an overview of selected engagement methods for round four by group. Provincial government departments and Efficiency Manitoba were engaged per Table A7.1.

Table A7.7 – Selected Engagement Methods for Round Four Engagement

ENGAGED GROUP	SELECTED ENGAGEMENT METHODS
General Public	• **Email to 5,000 subscribers** – Emails were sent to inform on progress of the IRP development and provide opportunities to share feedback. E-mails included links to self-serve content, a fourth customer survey, and a summary of what was heard in round three engagement. • **Customer Survey** – A fourth survey asked subscribers to share their priorities on the draft 2023 IRP road map. • **Self-serve presentations** – Recorded interested parties workshop presentations with transcripts were posted on the website.
Interested Parties	• **Online Workshop Sessions** – Workshops were chosen as a way for interested parties to keep informed, share feedback, and hear diverse perspectives from each other. Round four engagement provided an overview of the completed modelling and analysis and presented the draft road map for feedback. Two workshop sessions were held, and academics were invited to join the larger group.

Round four engagement opportunities included:

What We Heard & What We Did

Feedback received throughout round four provided perspectives on the draft road map. Participants shared perspectives on additional signposts that should be monitored by Manitoba Hydro, as well as priorities for the draft near-term actions presented, as shown in Table A7.8.

Table A7.8 – Round Four What We Hear & What We Did

WHAT WE HEARD	WHAT WE DID
Participants asked questions and sought clarification on the completed modelling and analysis results and identified additional sensitivities that could be considered.	A completed modelling and analysis handout[11] was developed in advance of the workshops to share details of the results, with time allocations for clarification during the round four engagement session. Suggestions for additional analysis will be considered as part of future potential IRP analysis.
Participants provided feedback on the IRP process related to quality of engagement, consideration of focus on net-zero, and regarding the planned frequency of IRP updates.	Feedback will inform when and how we communicate as the road map is implemented and new analysis is completed. It will also be considered as the IRP Development and IRP Engagement processes evolve before the next IRP.
Participants viewed the near-term actions as comprehensive, thought some clarifications on their scope would help understanding. Near-term action priorities shared included high-value energy efficiency measures (1.2), exploring new technologies (5.3), and development of a framework to evaluate total costs (4.2).	Feedback confirmed intent to continue engaging on energy planning. In the IRP report, clarifications were made in the descriptions of the near-term actions based on feedback.
Most participants agreed that the signposts cover everything that Manitoba Hydro should be monitoring. Government actions will have the biggest influence and are a key signpost to monitor.	Additional details incorporated into the signposts. Continue monitoring of identified signposts will be part of ongoing IRP updates.

4 Engagement Next Steps

This is a summary report of engagement that occurred during the development of the 2023 IRP. A more comprehensive engagement report will be released in Fall 2023.

The IRP road map has the flexibility to adapt as the future unfolds, so we can continue to be responsive as new technologies and solutions emerge. We are committed to communicating on implementation of the 2023 IRP road map, including on the progress of near-term actions, monitoring of signposts, and new analysis when material changes occur. We are also committed to continuing the conversation after the 2023 IRP is published, as we see engagement as foundational to navigating these changes today and into the future. We will evolve our engagement to ensure it continues to provide meaningful input into the development of future IRPs.

[11] https://www.hydro.mb.ca/corporate/planning/pdf/2023-irp-completed-modelling-and-analysis-april-2023.pdf