

Professional and Management Training

CDM Specialist - Certificate Application Process

We are pleased to announce the newly created CDM Specialist Certificate Program. The MEARIE Group's training certificates are highly regarded in the electrical industry.

IndEco Strategic Consulting (IndEco), has developed and will deliver the course content for this program. With 15 years experience in CDM, IndEco has helped more than 25 LDCs to develop plans and budgets for CDM programming, has designed and delivered residential and business CDM programs on behalf of more than 15 LDCs, is an approved CDM program evaluator for the OPA, and has assisted LDCs in regulatory matters related to LRAM and SSM.

This program will be of interest to CDM staff at all levels of the organization, or those interested in pursuing a career in CDM in the energy sector.

Participants can register for one or more of the course offerings, those that successfully complete all seven CDM based training courses will be eligible for a MEARIE **CDM Specialist Certificate**.

1. Introduction to CDM for CSRs
2. Introduction to the OEB and Utility Regulation
3. Introduction to the Principles of CDM for CDM Professionals
4. CDM Economics
5. CDM Programming
6. Marketing CDM Programs
7. Monitoring, Tracking and Evaluating CDM Programs

Applying for Certificate:

Upon successful completion of all seven courses, contact Winnie Chan, Senior Conference & Training Coordinator who will arrange to have a certificate mailed to you.



CDM Series 1 – Introduction to CDM for CSRs

For registration and other course information contact Winnie Chan, Senior Conference & Training Coordinator of The MEARIE Group, at 905-265-5332, email wchan@mearie.ca

Course Development & Delivery by: INDECO



Course Summary & Objective:

The information presented in this course will allow the participants to effectively answer customers' questions regarding CDM and CDM programs currently being implemented by LDCs in Ontario. This interactive session will include practical exercises, best practices and case studies referencing OPA standard programs and other programs.

Participants will obtain:

- A general understanding of CDM
- A detailed understanding of the CDM programs being implemented by LDCs in Ontario including: Great Refrigerator Roundup, Electricity Retrofit Incentive Program (ERIP), Power Savings Blitz, and peaksaver
- An understanding of other OPA CDM programs including: Every Kilowatt Counts Power Savings Events and Cool Saving Rebates
- An understanding of other conservation programs being implemented in Ontario including: Ontario Home Energy Retrofit Rebate, RST exemption, ecoENERGY Retrofit Homes
- An understanding of the linkages and overlaps between the conservation programs presented
- A general understanding of common energy efficiency measures
- An understanding of programs specifically designed for low-income LDC customers including conservation and emergency financial assistance programs

Who Should Attend:

This course would be of benefit and interest to call centre and support staff, customer service and billing representatives and supervisors.

Date(s): September 22 **Cost:** \$695.00 + HST
Includes materials, lunch and breaks

Course Length: 1 day **Location:** MEARIE offices

Accommodation Accommodation (see pg. 6) is the responsibility of employer. Lunch will be provided by The MEARIE Group.

