



envirocentre

2012

ANNUAL REPORT

Making a Difference



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ABOUT US

EnviroCentre is an Ottawa-based non-profit organization that helps residents, businesses and organizations conserve energy and reduce their impact on the environment, while saving money. Established in 1999, our action-oriented services and programs include building energy assessments and energy weatherization; sustainable transportation education and outreach; and community programs like e-waste recycling and a retail boutique for hard to find environmental products. EnviroCentre operates in Ottawa, Eastern Ontario and across the Province.

EnviroCentre's practical and cost-effective services and programs help inspire environmental action and positive change, thereby leading to significant reductions in greenhouse gas emissions.

MESSAGE FROM THE CHAIR



Since its inception in 1999, EnviroCentre has grown to become a leader in energy efficiency and transportation demand management programs and services throughout Ontario. We continue to deliver action-oriented programs that make a difference for the environment, people and communities.

In 2012, the EnviroCentre team proved that a committed and collaborative group of individuals can make significant change. They have tirelessly dedicated themselves to the success of a wide variety of programs and continue to seek out new opportunities.

To the staff of EnviroCentre – thank you for every minute that you have devoted to this organization. Our success is also tied to the support and confidence of our program partners, whose contribution is reflected in this annual report. We thank each partner for their continued trust to move our collective missions forward.

We have an exciting future of innovations and continued successes. EnviroCentre remains the trusted source for advice and services related to environmental stewardship.

A handwritten signature in dark ink, appearing to read 'B Malleck'.

Brandon Malleck
Chair, Board of Directors

MESSAGE FROM THE EXECUTIVE DIRECTOR



Welcome to EnviroCentre's 2012 Annual Report which is entitled 'Making a Difference'. The report highlights the important work we are doing to help individuals, households and businesses reduce their energy use and lessen their impact on the environment.

In 2012 EnviroCentre helped approximately 2300 low income households in Ottawa, eastern Ontario and across southern Ontario save energy and money. As a social enterprise, this work is particularly rewarding for staff as it helps to address "energy poverty". This is a term which refers to households that spend more than 10% of their income on energy, thereby forcing many to choose between heating their home and buying groceries.

Our Transportation Demand Management (TDM) programs continued to build on our relationship with the City of Ottawa to successfully deliver a range of outreach events and activities that increase public awareness about the health and environmental benefits of travelling by foot, bike or transit rather than the personal automobile.

2012 was a year of change. Early in the year, EnviroCentre moved its programs and staff located at Ottawa City Hall to our main office at 366 Rideau Street. I would like to thank City staff for helping to make the move as smooth as possible.

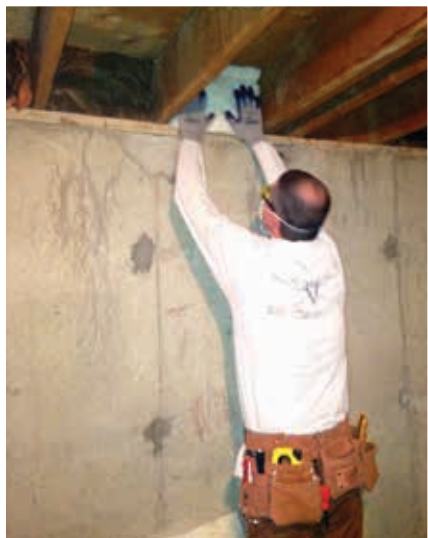
EnviroCentre was also fortunate to have Paul McDonald with us as interim general manager. As a former Board Member and someone with deep environmental and organizational expertise, he was ideally suited to this role. EnviroCentre thanks Mr. McDonald for his leadership during the year and I would also like to personally thank Paul for his support.

Looking ahead, EnviroCentre staff will continue to deliver the quality programs and services that we have become known for. We look forward to serving our clients and making an even greater impact in 2013!

A handwritten signature in dark ink, appearing to read 'Michael Murr'.

Michael Murr
Executive Director

ENERGY PROGRAMS



EnviroCentre staff insulating basement wall and header.



Low Income Energy Programs

EnviroCentre was pleased to continue its multi-year relationship with gas utilities to deliver home retrofit programs to low-income households across Ontario. The programs help low income families reduce their energy costs by providing free insulation and draught proofing. Weatherization measures include increased insulation in attics, exterior walls and foundation walls as well as comprehensive draft sealing.

In 2012, EnviroCentre more than doubled last year's effort as we helped almost 1,750 low-income families participate in the program. We continued our work with Enbridge Gas Distribution Inc. and retrofitted houses in many communities throughout Eastern Ontario including Almonte, Brockville, Carleton Place, Merrickville, Ottawa, Pembroke, Renfrew and Smiths Falls. In the Union Gas territory, we upgraded houses in Belleville, Chrysler, Dunnville, Hamilton, London, St. Thomas, and Windsor.

EnviroCentre exceeded its targets in 2012 with total natural gas savings of more than 1.3 million cubic meters which represents approximately \$161,000 in annual heating savings and is equivalent to greenhouse gas reductions of 2,508 metric tonnes of CO₂. This is the same as removing 522 cars from the highway or the planting of 64,307 trees.

EnviroCentre also laid the groundwork for future years when it was selected by Union Gas to deliver a multi-year retrofit program in existing and expanded territories through to the end of 2014.

EnviroCentre is proud to work with and thanks more than 20 contractors and auditors across Ontario who helped us deliver this program.

Territory	# Homes retrofitted	Natural gas savings (annual)	Equivalent To
Enbridge Gas	270	168,118 m ³	522 cars off-the-road or 64,307 trees planted
Union gas	1,474	1,135,741 m ³	
Total	1,744	1,303,859 m ³	

Electricity Savings Program

In 2012, EnviroCentre began delivering the Ontario Power Authority's Home Assistance Program for 2 utilities in Ontario. This is a FREE program designed to help income-eligible homeowners, tenants and social and/or assisted housing providers in Ontario improve the energy efficiency of their homes or buildings.

HYDRO OTTAWA

Revised Target: 500 homes

Home Serviced: 505

Products Delivered:

CFL Bulbs	Power Bars	Fridges	Freezers	A/C Units	Dehumidifiers
5,238	266	156	27	15	7

OTTAWA RIVER POWER CORPORATION

Target: 300 homes over next 3 years

Home Serviced: 26

Products Delivered:

CFL Bulbs	Power Bars	Fridges	Freezers	A/C Units	Dehumidifiers
355	5	12	2	2	2

Residential Energy Assessments

EnviroCentre's retail energy assessment services for private homes underwent a major shift in 2012. At the end of June, the federal ecoENERGY program – a pillar of EnviroCentre's business – ended, bringing to a close over 10 years of residential energy evaluations that were supported by federal and provincial government grants.

Throughout the remaining half of 2012, EnviroCentre continued to retail energy assessments to homeowners for a fee. Following a site visit to assess a house's energy performance, the homeowner is provided with a complete energy profile of the building as well as recommended upgrades and projected savings, thereby helping them to make informed choices when considering upgrades and renovations. The report provided to the homeowner also includes an official federal EnerGuide for Houses rating.



A blower door is used to measure air leakage in the house. Used with a blower door test, an infrared camera visually enhances the detection of air leaks.

Residential Electricity Assessments

Complementing EnviroCentre's energy assessment service, electricity assessments evaluate the devices and behaviours that affect electricity consumption in the home. Clients are given a report quantifying where electricity is being used and recommending ways to reduce consumption and lower costs. In 2012, EnviroCentre participated in NRCan's Residential Electricity Evaluation Pilot (REEP), conducting 13 residential electricity assessments at no cost to the client. Looking forward, EnviroCentre will continue to expand its retail electricity assessment service to homeowners.



Electricity audits provide householders with personalized information

“ I want to give my most heartfelt thanks to all who contributed to my FREE insulation project. The house feels toasty warm already! I want to compliment your staff who reacted quickly and efficiently from beginning to end. I'm so happy – I feel like I've won the lottery! Thanks again.”

- *Pauline McCombe*

Commercial Assessments

EnviroCentre provides energy, electricity and water efficiency assessments for owners and operators of small to medium-sized multi-unit and commercial buildings, including places of worship and small businesses with long-term leases.

In 2012, Energy Advisors completed commercial assessments at St. Elizabeth's Catholic Church, the Hunt Club Estates Recreational Centre, and Beachcroft Seniors Apartments.

TRANSPORTATION PROGRAMS



Bike to Work Month

In May 2012, EnviroCentre worked with the City of Ottawa to coordinate and deliver Bike to Work Month which celebrates and promotes cycling as a great way to get to and from the workplace. This successful initiative offers incentives and educational opportunities to residents who take our online pledge to cycle to work. The online pledge saw a 45 per cent increase in participation from 2011, with a total of 1,253 residents taking part.

Other Bike to Work Month highlights include;

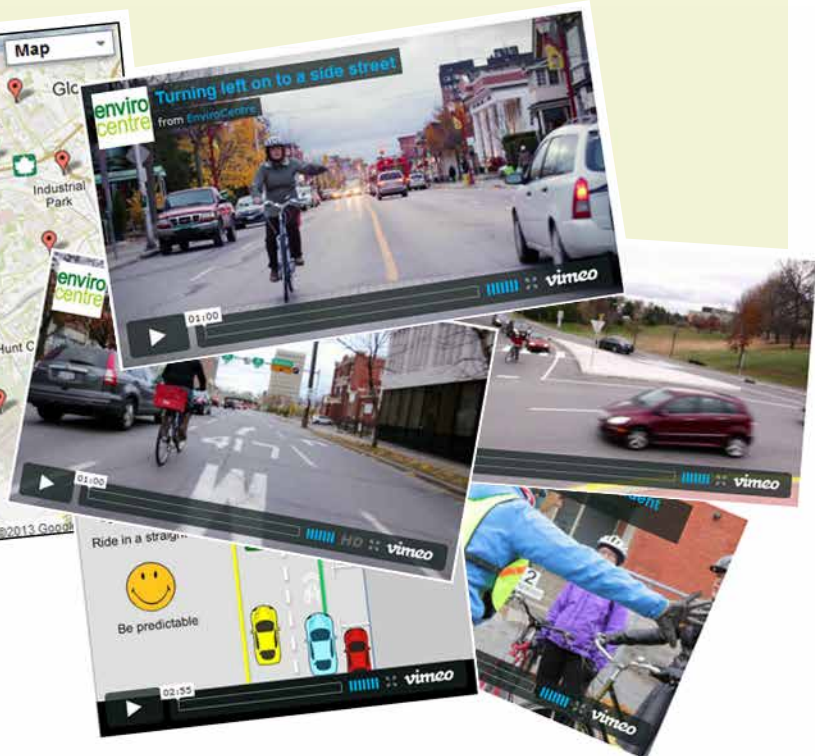
- Distributed a free Workplace Toolkit to over 200 organizations. This toolkit is designed to help employers support and encourage commuter cycling at their workplace;
- Delivered 26 workplace Lunch & Learns, reaching approximately 270 residents with information on cycling safety and bicycle maintenance;

- Created the “BikeMobile”, an eye-catching, mobile promotion booth used to engage with residents about cycling at ten locations across the City;
- Introduced a new log-in system for the online pledge that allows individuals and workplace teams to track their daily commutes by bike;
- Secured 36 prizes donated by local sponsors, valued at roughly \$4,000; and
- Coordinated the Bruce Timmermans Cycling Award Ceremony in partnership with Capital Velo Fest.

This was the third year that EnviroCentre coordinated Bike to Work activities in partnership with the City of Ottawa.



Map shows 66 workplaces distributing cycling safety videos and posters.



Sustainable Transportation Week

Building on its success in 2011, the 2nd annual Sustainable Transportation Week (September 16 to 22) continued to increase public awareness of the benefits of active and collective forms of transportation through a variety of events and activities. The goals of the week were to demonstrate that choosing to walk, bike, bus, or carpool offers many advantages to driving alone, from better health to time and money saved. The initiative is delivered by EnviroCentre on behalf of the City of Ottawa.

Highlights of the week included:

- A public launch event with the Mayor of Ottawa at Credible Edibles, a local green caterer, which demonstrated how food can be delivered to catering clients on foot as well as by cargo bicycle;
- The “Creating Winning Projects for Walkable Communities” conference, which connected residents working on walkability projects in their neighbourhoods with resources available in the city;



- The bike-bus-car race, which used well-known local media personalities to provide a lighthearted comparison of the benefits of three different forms of transportation in morning rush-hour traffic;
- The Car-Free Challenge, which included prize giveaways such as a year-long OC Transpo pass and four \$500 vouchers for VIA Rail; and
- Participation in several community events including Piknic Electronique in Gatineau and the Car-Free Day Parade at the Main St. Farmers' Market.

Workplace Cycling Safety Project

New for 2012, the Workplace Cycling Safety Project was designed to increase cycling safety by developing a network of organizations across Ottawa that would help disseminate road safety messages within their workplace. EnviroCentre successfully engaged 66 organizations with a combined reach of 66,000 employees. Each organization is represented by a passionate cycling champion concerned with conveying share the road messages to both drivers and cyclists.

- The project specifically supports the City of Ottawa's objectives of enabling cyclists, and those interested in cycling, to acquire knowledge and develop skills.

This was achieved by developing cycling safety materials and distributing them in the form of a kit and accompanying USB stick with a host of online tools. EnviroCentre also developed Ottawa specific cycling videos that demonstrated the safest way to navigate certain on-road scenarios. This project was made possible with funding from the City of Ottawa and Ontario Ministry of Transportation. The contents of the information kit are available for download at: www.biketoworkottawa.com/en/workplaces/safety or www.veloboulotottawa.com/fr/lieux-de-travail/securite

COMMUNITY PROGRAMS

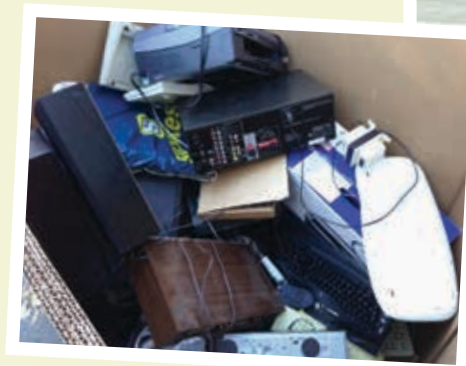
E-Waste Recycling Program

EnviroCentre provides residents and businesses in the downtown area with a central place to drop off used (working or not working) electronics such as laptops, desktop computers, monitors, televisions, and stereo equipment. In 2012, EnviroCentre's e-waste collection program diverted over 12 tonnes of e-waste from landfills.

EnviroCentre works in collaboration with La Relance Outaouais, a not-for-profit group that runs a responsible electronics recycling centre called Valoritec, which is an Ontario Electronic Stewardship (OES) approved processor of electronic waste. Valoritec also employs people experiencing employment challenges. All material is held and dismantled according to OES

standards. Computers that are able to be refurbished go to Computers for Schools, which supplies schools and non-profit organizations with fully functioning computers at a fraction of the cost of a new one.

EnviroCentre also coordinates community e-waste collection events. We work with local groups to bring this service to their event as a way to provide convenient and accessible e-waste collection and recycling at the community level.



E-waste Collection Event, hosted with Patro Community Centre on October 10, 2012. Over 2 tons of e-waste was diverted from landfill in just a few hours!



The EnviroBoutique is an excellent place to pick up hard to find energy and water saving products as well as creative products made of recycled materials.





EnviroBoutique

Located at our main office at 366 Rideau Street, the EnviroBoutique sells a variety of energy and water conservation products, as well as fairly traded items made of recycled materials. Products include low flush toilets, LED lighting and rain barrels, as well as many one-of-a-kind gift items. While shopping at the boutique, clients can also learn about the other products and services offered by EnviroCentre.

In 2012, EnviroCentre became an affiliate of Krumpers Blinds and is a demonstration site for their products. At the boutique, clients can also see samples of WindowFX solar film and the benefit this product can offer in reducing heat loss and lowering the damaging impact of UV rays.

In the spring of 2012, EnviroCentre participated in the Eco Expo at the RA Centre. This well attended event provided a great opportunity for EnviroCentre to showcase its services and sell home energy efficiency products to environmentally minded consumers.

Throughout 2012, EnviroCentre also donated a variety of boutique products to local charities and shelters. Over 100 low flow showerheads and 40 CFL bulbs were distributed as a way of helping organizations reduce their water and energy consumption, thus saving them money.

BOARD OF DIRECTORS

EnviroCentre gratefully acknowledges the contributions of the following people who have volunteered their personal time to serve on the Board of Directors.

Brandon Malleck, Board Chair (Bentall Kennedy)

Tony Sroka, Vice-Chair (CIMA+)

Jerry Beausoleil, Treasurer (formerly with Industry Canada, retired)

George Brown, Director (George Brown Law)

Phil Brown, Director (Jackson Brown Associates)

Tom Charlton, Director (formerly with Canada Post, retired)

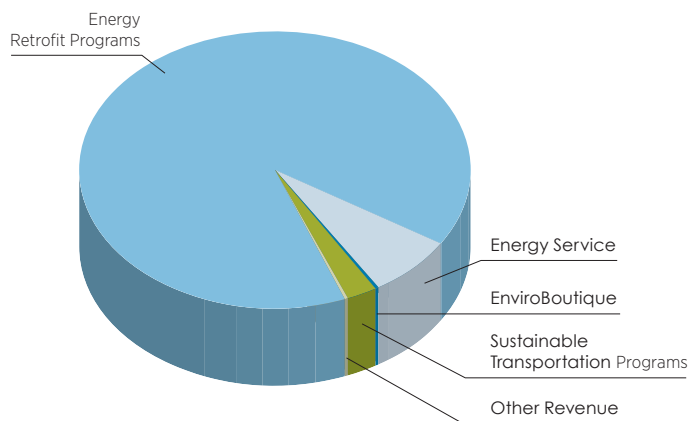
Caroline Whitby, Director (Service Canada)

Maria McRae, Director (City of Ottawa)

FINANCIAL PERFORMANCE

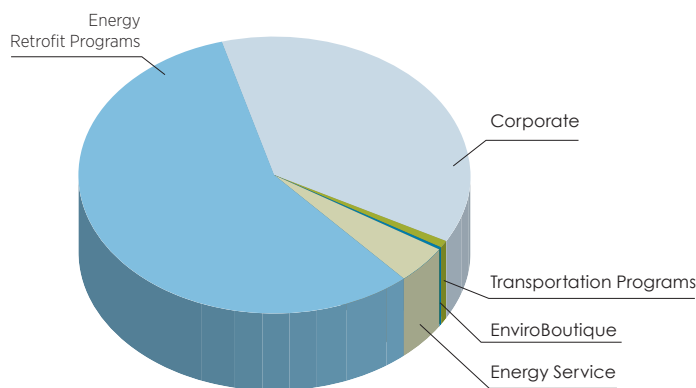
Sources of Revenue

Energy Retrofit Programs	\$ 4,077,823	89.6 %
Energy Service:	\$ 338,485	7.4 %
Sustainable Transportation Programs:	\$ 113,878	2.5 %
EnviroBoutique:	\$ 15,854	0.3 %
Other Revenue:	\$ 4,812	0.1 %
Total:	\$ 4,550,852	100 %



Expenditures

Energy Retrofit Programs	\$ 2,249,121	57.1 %
Corporate:	\$ 1,473,280	37.4 %
Energy Service:	\$ 174,701	4.4 %
Sustainable Transportation Programs:	\$ 33,892	0.9 %
EnviroBoutique:	\$ 9,998	0.3 %
Total:	\$ 3,940,992	100 %





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