

# envirocentre

Bringing environmental change to life



# ANNUAL REPORT 2017





## LETTER FROM THE CHAIR

Dear Friends and Partners,

In 2017, **EnviroCentre** experienced a year of change, expansion and increased community outreach.

EnviroCentre staff worked very hard throughout the year and the results are evident. Staff created practical solutions to reduce environmental footprints by partnering with individuals, businesses, organizations and communities across Ottawa and the province. These results are reflected throughout our report.

Several new programs were launched particularly in regard to community outreach and engagement.

- The Not-For-Profit Pilot grant program partnered with local social enterprises to reduce energy costs and related greenhouse gases and free up financial savings for reinvestment in their ongoing priorities.
- EnviroCentre, with the support of 20 organizations attracted over 500 passersby on the Sparks Street Mall during Environment Week in June.
- Electric Vehicle Days attracted over 675 people in October to learn about the benefits of these vehicles.
- Active and Safe Routes to Schools provided 12 schools with the tools and support to increase the number of students walking and cycling to school.

EnviroCentre partnered with the gas utilities to produce healthier, more energy-efficient homes (particularly low-income households) again this year. As a result, EnviroCentre was instrumental in reducing the province's GHG emissions and improving home comfort. We achieved very positive results in spite of facing challenges to our weatherization programs as energy advisors became increasingly scarce.

In August, EnviroCentre moved to 326 Somerset Street West, just east of Bank Street providing us with more office space. The building received upgrades and provides workspaces for 23 staff.

The Board and staff are pleased with our results particularly in new areas of opportunity.

**Jerry Beausoleil**  
Chair, EnviroCentre

## BRINGING ENVIRONMENTAL CHANGE TO LIFE

### OUR MISSION

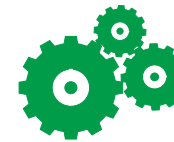
EnviroCentre's mission is to provide people, communities and organizations with practical solutions to lighten their environmental impact in lasting ways.

### OUR VISION

Dramatic reductions in greenhouse gas emissions are achieved through inspired environmental action and positive change.

### OUR VALUES

EnviroCentre is committed to the following set of values which help unite us and guide our actions each and every day.



#### CREATING CONCRETE CHANGE

Making change effective, tangible and relevant.



#### PULLING TOGETHER

Building strong relationships.



#### EXHIBITING A CAN-DO SPIRIT

Being approachable, positive and creative.



#### LEADING BY EXAMPLE

Living values, not just telling.



#### LEARNING EVERY DAY

Pursuing continuous knowledge, understanding and innovation.

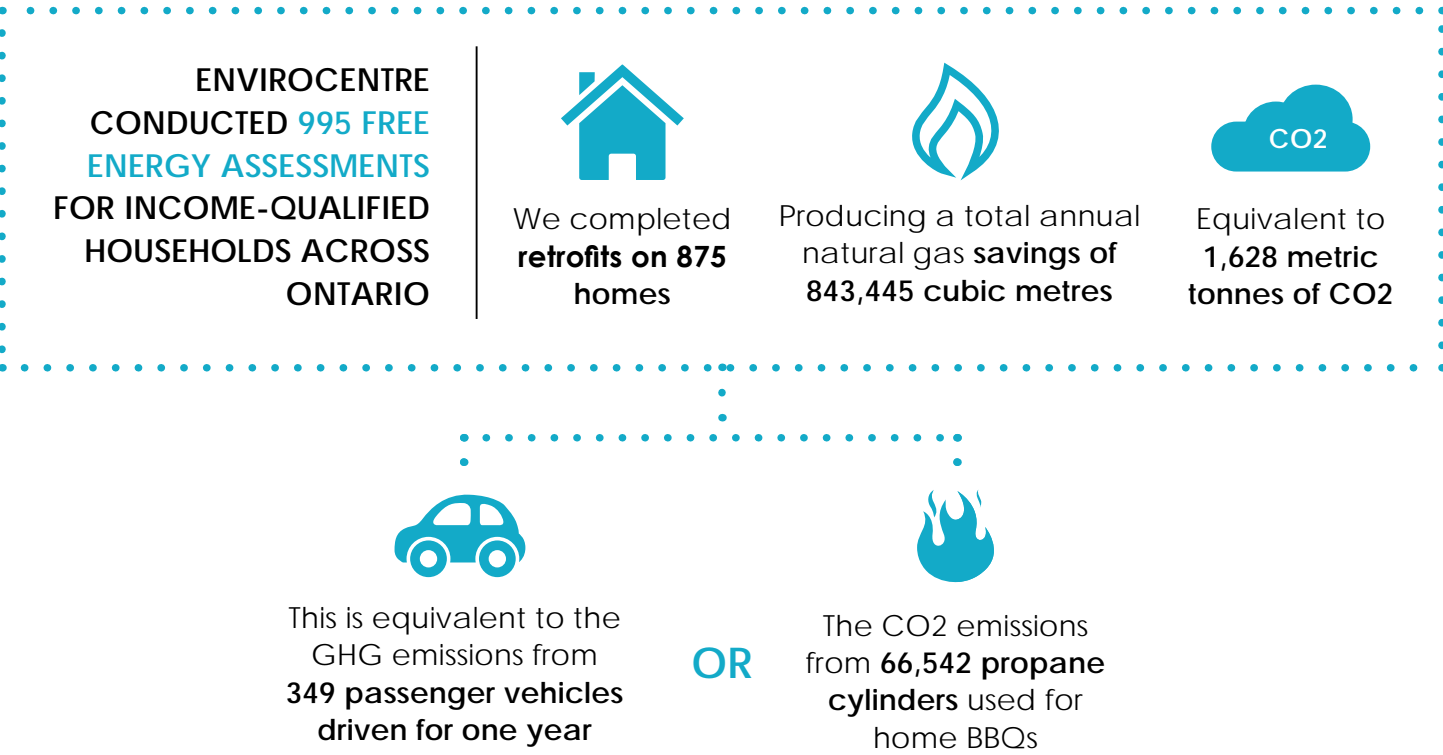




SERVICE DELIVERY PARTNER FOR HEALTHY HOMES

WEATHERIZATION PROGRAMS

EnviroCentre continued to successfully deliver the Union Gas Home Weatherization Program and the Enbridge Gas Home Winterproofing Program. By delivering these programs on behalf of our partners:



These home energy assessments allowed us to identify improvements that would reduce the homes' energy consumption and greenhouse gas emissions. Beyond the benefits of reducing the province's GHG emissions, these free retrofits address the issue of energy poverty by lowering energy bills and improving home comfort for tenants and homeowners that do not have the resources to make long overdue improvements on their own.

HOME ENERGY SERVICES

EnviroCentre continued to deliver the Union Gas Home Reno Rebate program which resulted in over **650 initial and follow-up home energy assessments** completed throughout the year.

Halfway through the year, EnviroCentre was successfully chosen to be a partner in delivering Enbridge's Home Energy Conservation program as a local service organisation. EnviroCentre conducted more than 150 residential energy assessments to private homeowners in the Ottawa area alone as a part of the 2017 program. Along with providing access to a \$1,600 government incentive to homeowners through energy retrofits, this service educates homeowners about renovations, ways to save money on utility bills, and increase home comfort.

Thanks to regular engagement and consultation with Enbridge and Union Gas, we were able to help improve the design of their provincial rebate programs, and position **EnviroCentre for an even more successful 2018!**



REA TRAINING

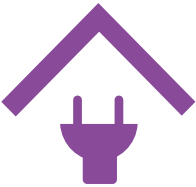
In previous years, EnviroCentre had been able to count on several dedicated individuals to help deliver energy assessments for our low-income weatherization programs. However, new standards of qualification and competing rebate programs resulted in a shortage of energy advisors in 2017. EnviroCentre recognized this issue and sought to implement a practical solution.

In the fall, we connected with schools and local organisations in search of potential new energy advisors. We held an information session for 25 people, ultimately selecting 10 promising candidates to participate in a two-week training course created and delivered by EnviroCentre to help candidates pass NRCan's Foundation and Energy Advisor exams, and to provide further on-site practical probationary training. The majority of these candidates have since qualified as Registered Energy Advisors.



ENERGY STAR®

As part of our ongoing work at Greystone Village, EnviroCentre enrolled 86 homes with Natural Resources Canada (NRCan) for the ENERGY STAR program in June for Phase 1 of construction, followed by a further 52 homes enrolled in July for Phase 2. By the end of the year, EnviroCentre had evaluated and issued ENERGY STAR labels for 21 of the completed homes, and recommended designs that enabled them to qualify for Enbridge's Savings by Design program.





INVESTING IN COMMUNITIES

OTTAWA SUSTAINABILITY FUND

Through the Ottawa Sustainability Fund, coordinated by EnviroCentre, a combined total of \$15,000 in grants were awarded to Ecology Ottawa, Succession, Salus Ottawa, and Right Bike. This first call for proposals allowed EnviroCentre to support our community.

NOT FOR PROFIT PILOT

Our 2017 focus was lighting retrofits, and in partnership with LightenCo, three retrofits were completed. The anticipated savings include over 40 tonnes of GHG emissions averted annually and over \$57,000 combined reduction in energy costs. The four organizations who received grants were Cornerstone Housing for Women, Roger Neilson House, Youville Centre, and Shepherds of Good Hope. We piloted this grant program for charities and non-profit organizations with an objective to reduce the energy consumption (and corresponding GHG emissions) and operating costs of participating organizations.

“ ”

It has never been as important as it is now for organizations to be able to adapt and do so quickly to our environmental reality. Having a local community of organizations that are working to reduce their negative impacts make adoption of best practices much easier. Thanks Carbon613 for pulling this list of organizations together.

MIKE GIFFORD | OPENCONCEPT



ENGAGING COMMUNITIES THROUGH PARTNERSHIPS

**CARBON 613** has grown in membership to 32 members, with seven carbon reduction targets set in Ottawa. Our members have committed to reduce more than 2,900 tonnes of CO2e, the equivalent of taking over 600 cars off the road for one year. Carbon 613 is one of seven hubs in Ontario in the Green Economy Canada network that provide businesses and organizations with the tools and support to measure, track and reduce their carbon emissions. By working with businesses and community leaders, Carbon 613 has increased its diversity of members to include businesses national headquarters, multi- residential buildings, national retail stores, and accommodations.

**TRAVELWISE** on-boarded 6 workplaces and the industries represented include hospitals, school boards, government, and large businesses. TravelWise is a City of Ottawa program designed and delivered by EnviroCentre. In 2017, the program expanded from a pilot project to a full Transportation Demand Management program for workplaces. The program makes it easier for organizations to increase sustainable commuting at their workplace by providing the tools, information and support needed to shift behaviours.

**BIKE TO WORK MONTH 2017** had 2,762 registered participants, of which 468 were new to commuting by bike. Participants cycled and logged enough kilometers to avert 87,302 kilograms of GHG emissions compared to driving.

EnviroCentre hosted the **BICYCLE FILM FESTIVAL** for the first time. This event successfully brought together 130 attendees from various cycling communities to watch three showings totaling 36 international bike films.

EnviroCentre completed outreach and education activities on behalf of the **CITY OF OTTAWA'S CYCLING SAFETY AND AWARENESS PROGRAM**. Through public outreach activities, staff encouraged and educated 1,541 cyclists and pedestrians on the streets of Ottawa. The areas of focus in 2017 were Main Street as Ottawa's newest Complete Street, McKenzie Cycle Tracks, and O'Connor Street Bike Lanes. We also provided businesses with resources and information to share with employees and clients to inform all road users of the new infrastructure in the target areas.

EnviroCentre co-hosted the **SECOND ANNUAL TRANSPORTATION EQUITY SUMMIT** with the Healthy Transportation Coalition at Ottawa City Hall. Over 70 stakeholders, professionals and concerned citizens attended. 90% of participants reported that "they are more likely to take action on issues that matter in their community related to walking, cycling, and public transit." This full-day event focused on emerging trends in universal design and infrastructure, policy and spending, ways to increase grassroots involvement, and promising practices from elsewhere.



## GIVING BACK TO THE COMMUNITY

Through the following programs, EnviroCentre helps to encourage and support sustainable transportation and communities in Ottawa with the net effect of lowering greenhouse gas emissions. It is through our positive promotion and education techniques that we inspire change and encourage more sustainable lifestyles. EnviroCentre continues to work throughout Ottawa providing programs and initiatives to help people, communities and organizations become healthier, vibrant and more sustainable.

### EV DAYS

EnviroCentre hosted three Electric Vehicle Days in Barrhaven, Orléans, and Kanata with a grant from the City of Ottawa’s Energy Evolution Catalyst Projects Program. Over the course of three days, 675 people attended, our partner Plug N’ Drive provided 250 test drives to attendees, and experts from the Electric Vehicle Council of Ottawa shared their expertise.

### LIVING LIGHTLY EVENT (ENVIRONMENT WEEK 2017)

EnviroCentre hosted the Living Lightly Event on Sparks Street in June which brought 20 community partner exhibitors together. Catherine McKenna, the Minister of the Environment and Climate Change attended and addressed the crowd, and 500 people dropped by. The purpose of this event was to provide attendees with practical solutions to reduce their environmental impact with interactive booths, workshops, and demonstrations.

### RAIN PILOT

EnviroCentre completed the RAIN Pilot Project on behalf of the City of Ottawa and in partnership with Green Communities Canada. The pilot shared homebased solutions to 341 people for diverting rainwater from our rivers and streams. The primary objectives of this project were to start the conversation about rainwater management with residents in a target area, test different outreach activities and messaging, gather data and build a network of local partners.

### SUSTAIN YOUR COMMUNITY

The Sustain Your Community project funded by the Ontario Trillium Foundation was a three-year initiative that ended in 2017. Overall, 60 workshops were delivered, 281 volunteers were involved, 4,216 individuals participated and there were 56 community initiatives.

This project developed community-led initiatives in Kanata North, West Carleton, and Lowertown that engaged residents and volunteers in projects that reduce greenhouse gas emissions, generated cost- savings and increased citizen involvement in environmental sustainability actions.



## SUSTAINABILITY REPORT

EnviroCentre commits to creating a comfortable physical environment for staff and for those that visit our workplace. In order to create a physical yet energy efficient work environment, we work together to reduce our office waste, increase sustainable transportation for commutes and business travel, and reduce our energy usage.

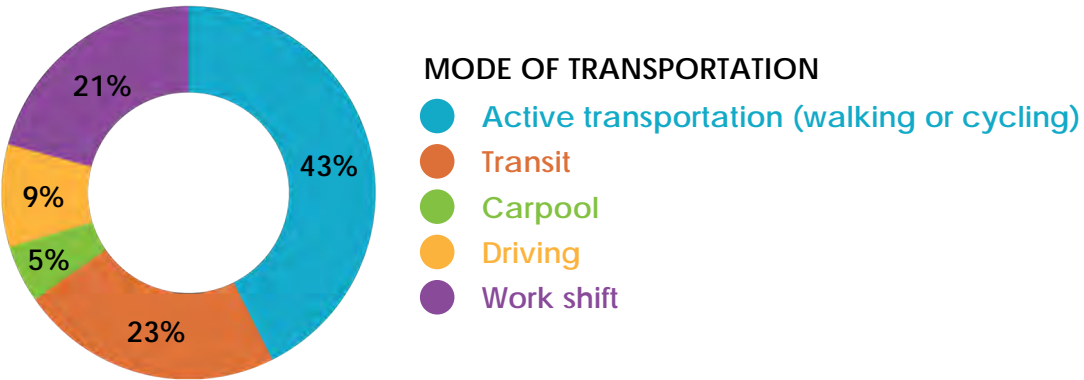
### WASTE

Our total waste was 898.1 kg. We had a diversion rate of 81%, with 16% of all waste going to the green bin. While our overall waste production decreased from last year, our diversion rate increased by 7%.

**NEXT YEAR’S GOAL:** develop a waste reduction plan to decrease overall waste and increase the diversion rate.

### EMPLOYEE COMMUTE

Our single-occupancy vehicle (SOV) mode share was 9%, which is significantly lower than the City’s overall SOV mode share of 54.3%. In total, we commuted 70,643 km and produced 1,795.8 metric tons of CO2 from SOV trips.



Next year’s goal: refine our process for collecting employee commuter data and reduce the amount of CO2 produced from SOV trips.

### ENERGY

We used 12,670 kwh of electricity, which gives us a total office energy intensity of 0.57 Gj/m2. This is less than the average office intensity of 1.08 Gj/m2 and a further improvement over last year’s intensity of 0.9 Gj/m2.

**NEXT YEAR’S GOAL:** Identify energy efficiencies for our new office building with a focus on ventilation, insulation, and air sealing.

TESTIMONIALS



LIGHTENCO

“Lightenco established its giving back program in 2017 and immediately found a great partner in EnviroCentre to accelerate that program. Without EnviroCentre, our internal program would have been limited to 1 or 2 small projects this year. We’re extremely grateful that we were able to go so much further and do so much more via our fantastic partnership with EnviroCentre and their generosity. We hope to continue and enhance that program and partnership in 2018”

Steve Hubbard |  
Director, Sales and Development, Lightenco

TRANSPORTATION EQUITY SUMMIT

“Equity is never one person’s job – creating change requires a team approach.”

Zan Gibbs |  
Portland Oregon Transportation Bureau

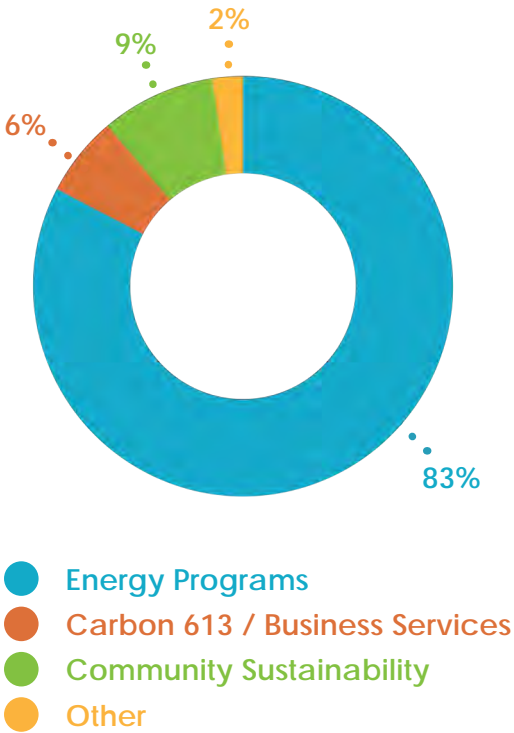
ONE OSFUND RECIPIENT

The Ottawa Sustainability Fund allowed Ecology Ottawa to carry out a project by Succession that trained the next group of community environmental leaders. We were able to engage in in-depth consultation at the neighbourhood level, meet with local leaders about environmental issues, and hold three training workshops. The training events were hugely successful and there was enthusiastic reception of the outreach activities. As a result of the project, Ottawa’s environmental community leaders feel more empowered than ever to make a positive difference in their neighbourhoods.

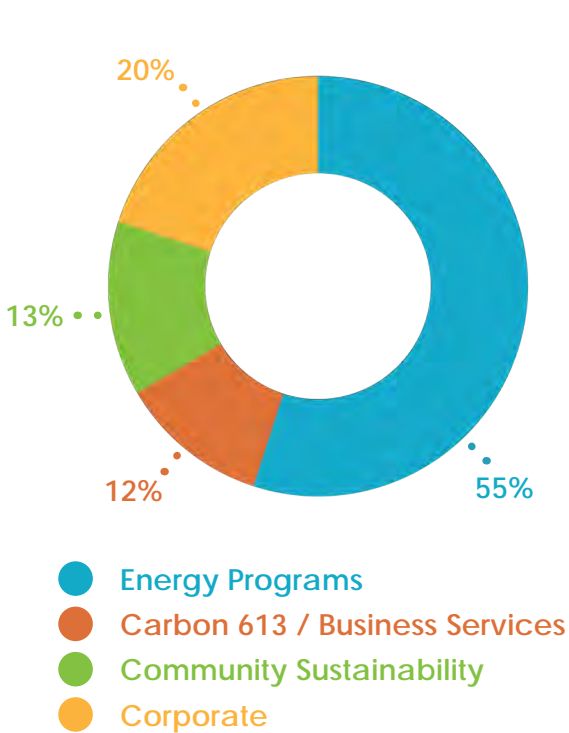
Our OSF Grant has given us a chance to reach out to our community in a totally new way with a really tangible program that helps literally bring sustainability home. We are so grateful for the OSF’s support of our initiative.



OUR FINANCIALS



EXPENDITURES



THANK YOU TO OUR PARTNERS, CLIENTS AND FUNDERS



AND ALL BIKE TO WORK MONTH SPONSORS



ENVIROCENTRE.CA  
@ENVIROCENTRE

**envirocentre**  
Bringing environmental change to life