

ANNUAL REPORT 2022



envirocentre

Bringing environmental change to life

BRINGING ENVIRONMENTAL CHANGE TO LIFE

OUR MISSION

EnviroCentre scopes, designs, delivers and scales practical solutions to dramatically reduce climate emissions in our communities.

OUR VISION

A sustainable net-zero future is achieved in Ottawa and beyond.



An adult and child outside on a sunny day. They are working in a garden and smiling, with a potted plant behind them.

OUR APPROACH



INSPIRE

We use positive, practical, vision-focused messaging, pointing to the future.



CATALYZE

We collaborate, build capacity and share resources to support effective, impactful climate action, everywhere.



ACTION

We make things happen.



SCALE

We keep the end-goal in sight and focus on projects that can grow to the level of impact we need to meet our climate targets.



VISION

We champion forward-thinking approaches for our community, region and country.



LISTEN

We listen to trends, friends, opponents, communities, cultures, partners, ecosystems, the land, and the zeitgeist to find a good path.



EnviroCentre lives and works on the unceded traditional land of the Algonquin Anishinaabeg people. We recognize the Algonquin Anishinaabeg have lived on and cared for this land since time immemorial.

As the descendants of settlers, more recent immigrants, and Indigenous ancestors, we recognize it is our responsibility to work towards true reconciliation with the land's original people.

We are committed to moving toward a full understanding of the meaning of reconciliation, ensuring our work embodies the spirit and goals of reconciliation, and helps bring to reality genuine reconciliation in the Ottawa region and beyond.



This document is available in an accessible format. Please email us at communications@envirocentre.ca and we will be happy to send it to you.

LETTER FROM THE CHAIR & THE EXECUTIVE DIRECTOR

2022 was a year of expansion for EnviroCentre. We increased our impact, grew our team, and expanded our reach.

As our staff team nearly doubled in size we:

- grew our extensive work in energy conservation programs across Eastern Ontario
- launched the delivery of the Better Homes Ottawa Loan Program
- launched the EV-Experience project
- moved into Phase 2 of the Future Homes Ottawa project
- scaled our Home Energy Efficiency services to meet the demand of the newly launched federal Greener Homes Program
- launched a new NRCan-supported Registered Energy Advisor Training Program to scale services in under-served regions and encourage under-represented trainees to enter the field
- rolled out an innovative approach to establish organic waste diversion systems in multi-unit residential buildings through a combination of community engagement and waste room retrofits
- accelerated outreach for our Community Sustainability teams as pandemic restrictions have lifted.

This year we served nearly 5,000 residents through our Home Energy Efficiency services, engaged 25 candidates in Energy Advisor training, hosted 284 community events, and partnered on 16 collaborative projects. Our services reduced 2,869 tonnes of GHGs, 2,800 tonnes of which are annual reductions that we can expect to continue year after year for decades to come. We modeled potential home energy reductions that would amount to an additional 2,532 tonnes of GHG savings per year, and provided EV test drives and education projected to result in potential GHG savings of 4,955 – 6,920 tonnes per year by replacing gas vehicles with electric vehicles.



A landscape photo of the City of Ottawa skyline at sunset.

It was also an award-winning year. Hop!, a bilingual, progressive web-app developed by EnviroCentre in partnership with the Ottawa Student Transportation Authority to encourage children to walk to school, won the 2021 Ontario Ministry of Transportation Road Safety Award for Initiative of the Year.

In 2022, we continued to enhance our understanding of and engagement in reconciliation with the original residents of this

land, and the land itself, as individuals and as an organization. We also strengthened our organizational practices for equity, diversity, and inclusion (EDI). Key to this process were the formation of an Equity Diversity, Inclusion and Reconciliation Committee, and an organization-wide commitment to learning and knowledge-building. In 2022, our staff and board participated in 90 training sessions and two all-staff documentary viewings and discussions. Following the guidance of an Indigenous elder, we are developing a map of the Indigenous territories and communities across which our work spans. We have instructed all our departments to factor reconciliation and EDI into their project delivery and design, and to propose further innovations to improve our practices. We are committed that reconciliation and EDI inform all our projects and work in the community, to support a future Ottawa that is not only low-carbon, but also just, equitable, and a better place to live for all.

LETTER FROM THE CHAIR & THE EXECUTIVE DIRECTOR

We are proud of our accomplishments this past year. But we are also mindful of the urgent need for greater, faster progress on emissions reductions in the region. Despite our efforts, and the hard work of our partners, colleagues, and neighbours, in 2022 we have yet to see major emissions reductions in the Ottawa region, across Canada, or around the world. Organizations like EnviroCentre must redouble our efforts, grow our capacity, accelerate action, and focus on delivering tangible, scalable impact. With this in mind, EnviroCentre's staff and board have developed a bold new Strategic Plan that strives towards a sustainable, equitable, low-carbon future Ottawa. This plan will inspire our work for next five years.

We head into 2023 with three guiding principles:

- Scale
- Equity
- Collaboration

The urgent need to scale climate action, and to do so in a way that builds a better and more equitable future for our region, is greater than what EnviroCentre can achieve alone. For this reason, in 2023 we will emphasize collaborative initiatives, applying our capacity and administrative strengths to catalyze and support the development and growth of larger scale regional initiatives in key areas. Energized by our success in 2022 and our passionate team, we already have our eyes on tree-planting, transit, scaling building retrofits, supporting partners in smaller municipalities across eastern Ontario, and much more.

Sincerely,



DOUG MICHAELIDES
Chair of the EnviroCentre Board of Directors



SHARON COWARD
Executive Director of EnviroCentre



Two young people are sitting at a desk in front of a computer monitor and a tablet. They are looking at environmental images.

BRINGING ENVIRONMENTAL CHANGE TO LIFE

THEME: THE FUTURE OTTAWA IS LOW-CARBON

At the centre of EnviroCentre's strategic planning process this year was a core question: **'What is the future we are working toward?'**

What does the future Ottawa look like if we achieve everything we set out to do? What is the future that all our programs point toward and work to build, for the benefit of all our residents and folks beyond Ottawa?

This is important. First, because it's good to know your endgame so you can effectively plan your actions. Planning 101. We wanted to start there.

Second, because the future, especially a good future, is inspiring.

Climate action is complicated, multi-disciplinary, intersectional, technical, global, and political. The outcomes that inspire climate action professionals are many: better systems, improved efficiency, reduced embodied carbon, carbon capture, reduced consumption, lower cost, cleaner air, improved equity, health benefits and more. (Seriously, there is almost nothing good climate action can't do...) But to the average person, technical outcomes don't always evoke a tangible, personal excitement. What does? A vision of a better future, a future in which discernible / perceivable parts of our every day lives are measurably better.

Can we frame climate action in those terms? Can we, as a region, look toward the future Ottawa for inspiration, to rally community action, political action, and financial action? Can we make the case for climate action simple through the lens of the future?

We started with Ottawa, and with our core focus areas:



An infrared thermal camera, held by a Registered Energy Advisor's hand, is pointed at a ceiling vent.

IN THE FUTURE OTTAWA...



GREEN HOMES

Ottawa homes are low-carbon, low-waste, low impact, eco friendly, resilient and affordable for all.



GREEN TRANSPORTATION

Ottawa has a world-leading sustainable transportation system that integrates active transit and mass transit and reduces Ottawa's reliance on car-based travel.



GREEN BUSINESS

Ottawa has a thriving, inclusive, and resilient green economy that has effectively transitioned to the low-carbon world.



GREEN FUTURE

Ottawa has an informed and engaged public that effectively supports positive climate action and a strong and integrated community-building sector that scales action for the benefit of all residents.

This year, we will apply this view to every project we deliver and develop, and each call to action. We will let it shape how we talk about our work and our goals. And we invite you, our friends, partners, and supporters, to join in. How are you working toward the future Ottawa, the Ottawa that is low-carbon, sustainable, equitable, and resilient, for all our residents? What actions can you point others toward to bring that future a little closer each day?

The future Ottawa is low-carbon, and a great place to live. We can't wait to see it.

BRINGING ENVIRONMENTAL CHANGE TO LIFE

RECONCILIATION AND EDI

In 2022, EnviroCentre made a commitment to incorporate reconciliation, equity, diversity, and inclusion in the work that we do. EnviroCentre acknowledges the systemic discrimination, injustices, and inequities that result from colonization and the continuing impacts on our communities and nation-wide. We also acknowledge that climate change disproportionately affects Indigenous, Black, and People of Colour, as well as people with disabilities, people with lower incomes, the 2SLGBTQ+ community, and other marginalized groups, all of whom are underrepresented in climate action initiatives and policy discussions.

We believe that for a better future, our work and our approaches to sustainable and effective climate action must be rooted in true reconciliation, equity, diversity, and inclusion. We worked towards this goal in 2022 with the following actions:

STRATEGIC PLAN AND POLICIES

Our strategic plan, to be implemented in 2023, considers resilience and equity outcomes in our recommendations and project planning. In 2022, EnviroCentre began working on numerous policies and procedures including a Land Acknowledgement policy and an Equity, Diversity, and Inclusion framework. EnviroCentre is continuing to work on our HR and administrative policies to include an equity lens.

STAFF TRAINING

Over the last year, our staff and Board of Directors committed to engaging in individual learning opportunities, including readings, webinars, and podcasts related to reconciliation, equity, diversity and inclusion. We will continue to encourage staff to participate in these learning activities in the new year. EnviroCentre also engaged in group learning through dialogue, documentary-viewing, and a reconciliation book club that supported staff in their learning.

An EDI and reconciliation committee was convened to provide guidance and support to staff and the board on our training sessions. We look forward to participating in further trainings and other learning opportunities in the new year.

PROGRAMS

Last year, we began to form relationships and start a dialogue with Indigenous-led consulting firms to rework our programming. We will be continuing with this work as we create proposals and wrap up implementation of our various projects or start their next phases.



The EnviroCentre staff team at the 2022 Annual reception. There are staff seated and standing, smiling, and there are EnviroCentre flags behind them. The backdrop is a colourful painted wall.



Many participants on Wellington Street West in front of the Ottawa Parliament buildings at the Climate March in 2022. Many are holding signs, some are on bicycles, and it is a sunny day with a few clouds.



The roof of a home with solar panels, and the top of a leafy tree on the right.

GREEN HOMES

- Conducted 1,266 pre-retrofit assessments and 435 post-retrofit visits for our Home Energy Programs
- Installed 372 smart thermostats — reducing natural gas consumption by ~67,216 m³ annually
- Retrofitted 173 older homes as part of our Home Winterproofing Program (funded by Enbridge Gas Distribution), resulting in natural gas savings of ~135,233 m³ annually
- Installed 1 demonstration rain garden in Pierre Rocque Park in Orleans and completed 1 depave project at Yule Manor Co-Operative Homes
- Hosted 49 booths and outreach events reaching 1,079 residents to support waste diversion at Ottawa Community Housing Corporation (OCHC) communities



An adult and a child riding their bicycles on a multi-use, two-lane pathway. There is grass and trees on either side of the path, and it's a sunny day.

GREEN TRANSPORTATION

- Delivered 27 virtual cycling workshops and hosted/participated in 10 community events related to cycling with a total of 773 participants
- Ottawa's 2022 Let's Bike Month had 3,525 registered participants, and users logged 255,081 kms over the month of June
- Launched EV Experience, which hosted 17 community test drive events with 915 test drives/rides conducted across Ottawa



A person wearing a collared shirt and an apron, with a tablet in hand and smiling. The background is leafy and bright.

GREEN BUSINESS

- Hosted 3 in-person tours highlighting the sustainability features at the facilities of Ottawa Green Business member organizations
- Delivered 10 workshops/education sessions with 68 attendees on the green economy, government procurement, and green energy
- Participated in 5 events around the city and online with 100+ engagements at these events
- The Ottawa Green Business Online program added 1 new member in 2022, increasing the number of employees who have access to green economy resources



The backs of two adults and a child looking at a large, leafy tree to their left.

GREEN FUTURE

- Created 1 Accessibility & Inclusion Toolkit to support climate organizations that would like to be more inclusive and accessible
- Spoke at local events and activities reaching over 200 people
- Launched Season 2 of EnviroCentre's climate action podcast, The Green Room. Published 2 episodes and recorded 3 more that have yet to be released as the podcast was put on pause due to other priorities.
- 118 podcast views on YouTube
- 63 Simplecast downloads

In the future Ottawa, our homes are powered by low-carbon electricity, and are energy efficient to reduce consumption and build resilience. In 2022, we worked on the following in pursuit of this goal:

ENERGY AUDITS

EnviroCentre provides many home energy audit services, also known as home energy assessments, throughout Eastern Ontario. Energy assessments are comprehensive and detailed home inspections that focus on energy performance, indoor air quality, and occupant home comfort. Energy assessments provide homeowners with valuable information about their homes' energy efficiency and how to make improvements that reduce energy consumption and their carbon footprint. Energy assessments are conducted by Registered Energy Advisors (REAs), who collect energy performance data and process it through sophisticated energy modeling software to produce home energy ratings and educational reports. Energy assessments are the cornerstone of EnviroCentre's home energy programs.

Interest in the federal government's Greener Homes Grant initiative continued, as well as the Enbridge Gas Home Efficiency Rebate (HER) Program and the City of Ottawa's Better Homes Ottawa Loans Program. To meet the continued demand for assessments, EnviroCentre onboarded four new Registered Energy Advisors, bringing our total to 19.

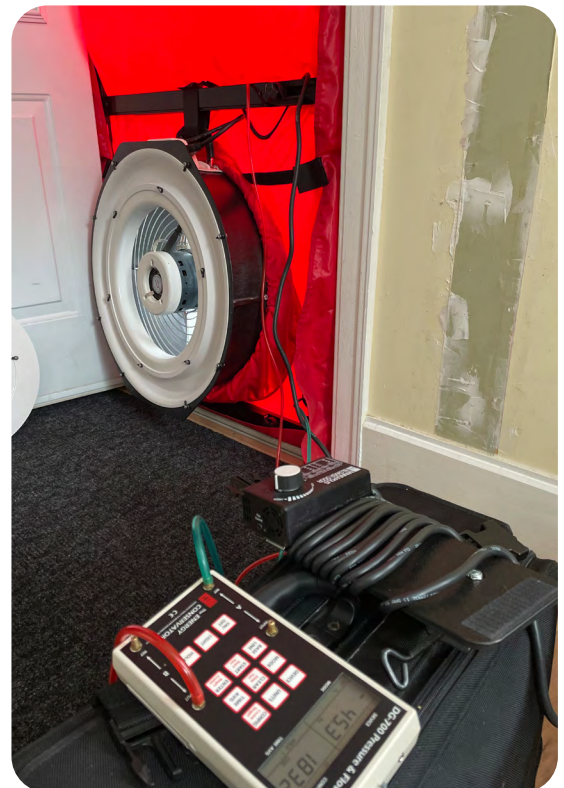


A Registered Energy Advisory wearing a fleece coat and a mask, looking into an attic hatch of a home. There is a smoke alarm installed on the white ceiling, and the walls are beige.

AFFORDABILITY PROGRAMS

2022 marked EnviroCentre's 16th year delivering the Enbridge Gas Home Winterproofing Program. This program is designed to assist low-income Ontarians in reducing their energy consumption and saving money on their utility bills. EnviroCentre's team provides intake and customer service support, performs energy assessments, and manages all the direct installation of insulation measures – all free of charge to the customer. Through this work in 2022, we were able to serve over 173 residents in Eastern Ontario and helped save 135,233 m³ of natural gas through insulation measures. Additionally, 372 residents received a smart thermostat through this program, contributing to an additional total of 67,216 m³ in natural gas savings.

2022 saw the commencement of the Independent Electricity System Operator's (IESO) Save On Energy Program (EAP). This is a free electricity conservation program for hydro customers with limited or fixed incomes. The goal is to take energy off the hydro grid and provide energy efficient upgrades to qualifying participants through electrical and water conservation measures such as lighting, appliances, and insulation. Through this work in 2022, we reached over 2,201 participants in Eastern Ontario, and achieved 1,235,957.00 kWh in Gross Energy Savings and 94.41 kW in Gross Demand Savings.



A blower door kit set up in a doorway of a customer's home. The fan is in the doorway, and the corresponding equipment is at the bottom of the photo, in front of the doorway on the carpeted floor.

NEW DESIGNATIONS

EnviroCentre's technical staff continue to seek new designations to stay current in the building science field. This year we onboarded two new qualified Home Performance Specialists to supplement our delivery team, provided Net-Zero training to three in-house REA's, provided training on Net-Zero Stepped Recommendations to internal and external energy advisors, and finalized the Net-Zero Stepped Recommendation reporting tool.



A Registered Energy Advisor, wearing an orange hardhat, a coat, and gloves, is handling pipe insulation and slightly smiling.

FUTURE HOMES OTTAWA

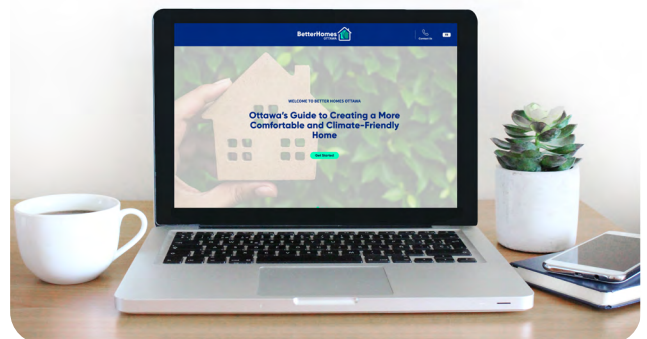
In 2022, EnviroCentre built homeowner interest in net-zero and net-zero ready retrofits by completing two demonstration homes that highlight the actions taken to bring Ottawa homes closer to net-zero. An additional four demonstration homes in the neighborhoods of Carlington and Old Ottawa South are scheduled to be completed in early 2023. Local residents can learn from their neighbours about the realities of a deep retrofit project and gain the confidence to take similar steps in their own home. The Future Homes Ottawa project was launched last year and funded in part by the Ottawa Climate Action Fund. In an effort to engage homeowners and trades, a regional communication strategy is being designed in collaboration with Xactly Design and Advertising. The campaign is set to go live in the summer of 2023. We also partnered with IKEA to create a sustainable showroom that features Future Homes. The 807 sq. ft display is a model of a four-person family home that highlights small changes that can make a big impact on reducing emissions in Ottawa.



BETTER HOMES OTTAWA

Better Homes Ottawa hit its one-year milestone in November 2022 with over 1,200 homeowners applying to the loan program. The loan program is a pilot program where Ottawa residents could receive zero-interest or low-interest loans to complete home energy efficiency and resilience improvements. The program offers a 20-year payback period and a property-attached loan, making it easier, more affordable, and lower risk for homeowners to complete energy efficiency improvements.

In addition to the loan program, the Better Homes Ottawa website continues to receive numerous hits from Ottawa residents. Better Homes Ottawa is a one-stop resource for Ottawa residents to help them make their homes more energy efficient and climate-friendly. Through the site, homeowners have access to resources that share information on how, why, and where to start their retrofit projects for energy savings. The website shares information on programs, incentives, and rebates available for homeowners to access. To achieve the City of Ottawa's emissions reduction targets, an estimated 98% of existing homes must undergo a deep retrofit by 2040. Currently over 150 homeowners have completed their home retrofit projects through Better Homes Ottawa with an average emission reduction of over 40%.



A light coloured laptop with black keys displays the home page of the Better Homes Ottawa website. Beside the laptop there is a coffee mug and a succulent plant.

NATURAL RESOURCES CANADA (NRCAN) TRAINING GRANT PROGRAM

This year we launched our Registered Energy Advisor Training Program to support the recruitment, training, and mentoring of EnerGuide energy advisors to meet increased demand and ensure access to energy evaluations in all regions of Canada. We have also been working towards increasing diversity and inclusion in the energy efficiency workforce by recruiting individuals belonging to under-represented groups. Our first cohort began in September of 2022, and we have successfully guided trainees through each step of their learning journey to becoming an energy advisor, from preparing for their first exam to performing energy assessments in the field. Along with one-on-one mentoring and access to our virtual learning resources, 25 trainees started their training journey and a total of seven new REA are now delivering exceptional service to homeowners in our communities.

RAIN GARDENS

The City of Ottawa developed the Rain Ready Ottawa (RRO) Home Assessment Program, a pilot program that encourages and supports residents to take action on their property to reduce the harmful impacts of rainwater runoff. The home assessments are conducted by EnviroCentre's Residential Stormwater Assessment Specialists that have been specifically trained under Landscape Ontario's Fusion Landscape Professional Program model. In 2022, the program completed 150 home assessments. The enthusiasm for the project was wonderful and there are currently 804 people on the waitlist for the 2023 assessment season. We are looking forward to the next year of RRO Home Assessments as we help residents discover and take action on their property to reduce harmful impacts of rainwater runoff.



A Rain Garden sign on a post, installed at the side of a rain garden demonstration. It includes each layer of the garden so that visitors understand how it works.



A rain garden installation team stands behind a garden they just installed. They are smiling and holding shovels and it is a sunny, autumn day.

DEPAVE PROJECT



Two adult members of the depave team, in green Depave Paradise t-shirts are smiling and wearing ball caps.



The entire depave volunteer and staff team pose on the ground by the depave project they just completed. There are adults and children, and behind them are EnviroCentre and Depave Paradise flags.

In June 2022, 36 volunteers from Manor Park, EnviroCentre, and Depave Paradise came together to remove 70 m² of asphalt at Yule Manor Co-operative Homes. The unused pavement was replaced with more than 80 native and perennial plants, many of which were donated by local neighbours. Thanks to our depaving efforts, stormwater now soaks directly into the ground, reducing local flooding, and naturally filtering pollutants through the soil.

OTTAWA COMMUNITY HOUSING (OCHC) WASTE PROGRAMS

In 2021-2022 EnviroCentre piloted a waste diversion project to develop and administer strategies to increase recycling rates and divert organic waste at three OCHC high-rise buildings. The garbage chutes at each building were permanently closed, and new waste collection rooms were designed and installed. The new waste collection system required waste to be brought to a central indoor location, where all waste streams (organics, glass, metal, plastic, fibre, and garbage) were available together. The project had a strong focus on tenant engagement and education that enabled significant changes with positive outcomes.

The pilot project resulted in a renewed contract to implement the same waste diversion system at another high rise building in 2022. In total, EnviroCentre's OCHC high-rise engagement included 38 outreach events that engaged 818 people. EnviroCentre also worked with two OCHC low-rise communities to improve recycling and organics diversion rates, hosting eight outreach events and engaging with 231 people.



A renovated waste room at a high-rise Ottawa Community Housing building features brightly coloured green, blue, and yellow walls. There are graphics to show what goes in which bin (garbage, recycling, compost) and the appropriate bins are in front of each sign.

In the future Ottawa, we have a green economy that is inclusive, thriving, and resilient. To work toward this goal in 2022:

Ottawa Green Business (OGB) made a recovery from the first two years of the pandemic. With new staffing, particular focus was given to re-invigorating OGB members on their sustainability journeys. This effort included a series of new tours at the National Arts Centre, Veteran's House, and Carleton University. We rounded out the year with two webinars hosted in partnership with the Ottawa Renewable Energy Collective (OREC) and Procurement Assistance Canada on community solar projects and sustainability-led procurement for small business respectively.

Throughout the pandemic, many businesses experienced staff turnover and shifted priorities, which resulted in challenges collecting carbon footprint data and spearheading new sustainability initiatives. On the positive side, the shift toward telework and hybrid work, along with cutting back on business flights due to the uptick of videoconferencing, have opened amazing opportunities for businesses to reduce their GHG emissions.

Our resource subscription model "OGB Online" was restructured to serve as a self-serve online repository. The new Kickstarter program is geared towards companies and green teams who are new to sustainability initiatives. The platform allows access to a suite of templates such as how to write a sustainability policy, building a green team, or measuring your carbon footprint. Video recordings from webinars and invited speakers and a collection of case studies and blogs complement the experience without overwhelming a new green team or a keen sustainability champion.



Cardboard signs from a climate march are held up by 4 participants. They say "there is no planet B", and "System change, not climate change".

AWARD WINNERS

This year felt very special again as we hosted our OGB Membership Awards in person at the Queen Street Fair after a two-year break. With a great turnout of around 70 people, the event was opened with a welcome by Denise Boissoneau, a Traditional Knowledge Keeper working with the Odawa Native Friendship Centre. This year, we added a new category for pandemic survival called the Resilience Award.

CLIMATE ACTION LEADERSHIP AWARD



A member since 2018, this year they led the path by hiring a green intern, developed a sustainable transportation plan, which included a bike pay loan policy, built a new 42 bed unit with an air source heat pump and other efficiency measures to reduce operational costs. They also installed EV chargers through the Hydro Ottawa ZEVIP grant and offered hydro-carbon free investment RRSP's.

CLIMATE ACTION PROJECT AWARD



In 2021 the Canadian Museum of Nature reported one of the biggest drops in energy consumption among our members by replacing their 20-year-old centrifugal chillers with magnetic bearing chillers. This led to a reduction in energy consumption by more than 10% and their maintenance costs by 50%.

EMERGING EXCELLENCE AWARD



The newest member to Ottawa Green Business worked hard to measure their first baseline and carbon footprint. CAA NEO achieved a massive reduction of 2,000 tonnes of CO₂e by switching their membership magazine from print (previously shipped to 215,000 households) to digital.

RESILIENCE AWARD



During the pandemic, Lightenco expanded their operations into EV charging and solar panel installation. To build the infrastructure for these new services, Lightenco conducted extensive industry research, expanded the technical diversity of their team, and worked with local partners for training. Through this capacity-building, Lightenco successfully installed 30+ EV chargers and their first residential solar installation, withstanding economic pressures and becoming a part of the green economy.

We would like to congratulate all winners on their awards and hope they inspire many more businesses!

OTTAWA GREEN BUSINESS CLOSURE

EnviroCentre has decided to pivot our business services to better serve the Ottawa business community and our collective sustainability goals. As part of this new direction, we have decided to **wind down the OGB Hub Program**. Since 2016, this membership-based program has provided local businesses with the tools and support to measure, manage, and reduce their carbon footprints. We have had the pleasure of working with businesses across sectors and of various sizes and have been inspired by their commitment and action toward sustainability.

HOW WE CAME TO THE DECISION

In Ottawa today, **there are a growing number of programs and opportunities for businesses to find support to reduce their environmental impact**, as well as several national and international programs geared toward helping businesses achieve net-zero and reduce their overall impacts on the environment. Examples include:

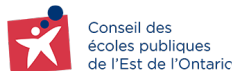
- Better Buildings Ottawa – Energy benchmarking and auditing program
- Better Buildings Breakfast series
- Hydro Ottawa
- Green Economy Canada: a national non-profit guiding companies towards net-zero.
- Net-Zero Challenge: A federally run challenge encouraging companies to develop and implement plans to transition to net-zero emissions by 2050.

Our experience tells us that leveraging the best and right opportunities for a given business means effectively navigating the range of supports available and picking the right combination to meet a business' specific goals. At this time, we concluded **our best service to Ottawa businesses is to help them navigate the bank of existing opportunities, find the right combination, and then provide customized services to fill gaps where they emerge.**

HOW WE SEE THE FUTURE

The keys to successful climate action over the coming years will be clear messaging, streamlined access to support, a path to action, and efficient use of limited resources. With this in mind, **we are turning our focus to accelerating collaborative action, growing regional capacity-building, and maintaining targeted services to fill gaps for local businesses.**

EnviroCentre is grateful to have worked with upwards of 40 businesses on their sustainability journey. **We will continue to offer a selection of customized service packages and an online resource hub where businesses can access information and tools to get started with sustainability planning.**



In the future Ottawa, our city is sustainable, low-carbon, and low-waste – a climate leader for our region and Canada. In 2022, we worked towards this through our community programs:

LET'S BIKE MONTH

For over a decade, EnviroCentre has partnered with the City of Ottawa to celebrate and encourage low-carbon commuter cycling through our popular Bike to Work Ottawa campaign. In 2022, while navigating the ongoing COVID-19 pandemic, we continued to deliver virtual programming and were still able to safely conduct ten in-person outdoor events. Workshops started mid-May and continued throughout the month of June.

The Let's Bike program continues to support our commuters, but also encourages those who may be new to cycling to cycle for leisure, or those who use their bike for general transportation to feel included and encouraged.

In 2022 we had 3,525 registered participants, 121 teams and logged over 255,000 km on our Let's Bike app. We successfully held 27 workshops and events in which over 300 people participated! We are looking forward to shifting Let's Bike Month back to an in-person campaign, with the potential for virtual programming, and supporting Ottawa's cyclists for many more years to come!



Four adults that are part of the Let's Bike Month EnviroCentre staff team stand with their bicycles. They are wearing helmets, two of them are holding their front wheels in the air and one is holding their back wheel in the air.

CITY OF OTTAWA ELECTRIC VEHICLE (EV) OUTREACH

In the fall, EnviroCentre, in partnership with the City of Ottawa, organized two events in the Knoxdale-Merivale and College wards to promote awareness on electric vehicles and their benefits, by providing free test drives or rides to residents. The two events resulted in 115 test drives and rides in volunteer-owned vehicles. Councillor Sean Devine attended and promoted our event on social media.

EV EXPERIENCE

In 2022, EnviroCentre launched EV Experience thanks to funding from Natural Resources Canada and the Ottawa Climate Action Fund (OCAF), with the support of several partners including the City of Ottawa, the Electric Vehicle Council of Ottawa (EVCO) and Communauto. The EV Experience project's goal is to provide the most up-to-date information about personal electric vehicles (of every type) and break down myths and barriers.

As a result of this program, five electric vehicles have been added to Ottawa's carshare fleet, Communauto. We successfully hosted or attended 22 community events and three workplace events resulting in 949 test drives/rides, and spoke with approximately 4,805 people across the city. The project also created an informational website where people can ask questions to our experts, view and register for events, and have common misconceptions about electric vehicles dispelled.



Two adults are in a Tesla electric vehicle. One is driving wearing a face mask, and the passenger is wearing sunglasses. The passenger is pointing to the vehicle's digital screen. They are driving on a two-lane highway that is lined with trees.

SCHOOL ACTIVE TRANSPORTATION PROGRAM (SATP)

SATP advances active and sustainable transportation in Ottawa elementary schools by focusing on increasing the number of students who walk, wheel, or ride the bus every day. EnviroCentre works with Ottawa Public Health to deliver the program on behalf of the Ottawa Student Transportation Authority (OSTA) and the City of Ottawa.

In 2022, there were 13 schools enrolled in the SATP. We planned 43 seasonal encouragement events at schools across Ottawa, talking to 4,439 people about the benefits of active transportation. These seasonal events are celebrated by schools across Ontario every year and include Winter Walk Day, iWalk Day, and Spring into Spring.

The 2022 OSTA Transportation Survey showed that most families at OCDSB and OCSB schools chose active and sustainable modes of transportation (walk, bike, school bus/van, public transit, Walk-a-Block, or carpool) to get to school in Fall 2022, with only 22% of families reporting driving all the way to school.

HOP! APP

EnviroCentre developed the Hop! app in partnership with OSTA as a tool to encourage children to walk to school. It is a bilingual, progressive webapp with interactive features that encourage children to choose walking first. Children use Hop! to track the kilometres they walk, while being motivated by engaging illustrations, group challenges, and milestones. Hop! allows children to see the positive impact walking has on the environment by telling them how much greenhouse gas they avert by walking instead of travelling by car.

Hop! launched in October 2021 and by the end of the 2021-2022 school year, children from 98 schools across Ottawa used Hop! to celebrate their steps: 339 walkers used the app to log over 4,000 kilometres and 1,900 trips to school and in their communities.

In 2022, Hop! won the 2021 Ontario Ministry of Transportation Road Safety Award for Initiative of the Year.



Two adults stand holding an award between them - the Ontario Ministry of Transportation Road Safety Award for Initiative of the Year.

INTERNATIONAL WALK TO SCHOOL MONTH

International Walk to School (iWalk) Month is an annual celebration held in countries across the world each October to encourage active transportation at schools. EnviroCentre's SATP team supports Ottawa elementary schools by sharing resources to coordinate fun, safe, and engaging iWalk events. In fall 2022, iWalk events were held at nine SATP schools, where we spoke with 1,240 students and their families.



Four children holding hands, walk up a concrete staircase together. Their backs are to the camera and they are all wearing backpacks.



Two children are laughing and running through grass, holding binders and wearing backpacks. There are trees in the background.

TRAVELWISE

TravelWise is a City of Ottawa program co-designed with EnviroCentre. The program's goal is to reduce the number of single-occupancy commuters travelling to Ottawa workplaces and is now delivered by EnviroCentre on behalf of the City of Ottawa.

After over two years on pause during the COVID-19 pandemic, TravelWise re-started in September 2022. Four previous clients are back on board, and we are in the process of updating their commuter data and TravelWise plans. We look forward to connecting to other former clients and bringing in some new clients in 2023.



Two adults are standing on a bus, smiling and holding a coffee cup and a mobile phone. They are holding onto a yellow bar on the bus for support.



An adult is putting on a bike helmet. They are smiling and their bike is leaning against them.

CYCLING SAFETY AWARENESS PROGRAM (CSAP)

The goal of CSAP is to expand the reach and personalize the message of the City of Ottawa's communications about new cycling facilities and important safety information for all road and pathway users. EnviroCentre's outreach and engagement staff work on behalf of the City of Ottawa when attending events or sharing information about cycling. COVID-19 pandemic precautions continued to affect our outreach at the start of the year, but by the end of 2022 we participated in 25 outreach events and 644 direct interactions.

In addition to general cycling outreach, CSAP also focused on some specific infrastructure this year, namely: new bike lanes along Scott Street, Yellow Dots at intersections, the new bike lane along Woodroffe Avenue, new bike lanes along Montreal Road, and the new protected intersection at Laurier Avenue and Nicholas Street.

WALK ROLL MAP

We were contracted by the University of Victoria to promote their new tool www.WalkRollMap.org in Ottawa. This web app allows residents to pin accessibility challenges in the local pedestrian environment in an effort to raise the voice of accessibility for all. Through the course of this contract, we created a short one-minute promotional video in both French and English, conducted nine outreach activities with over 800 individual interactions, led a community walk highlighting pedestrian accessibility around Sandy Hill, created a one-hour PowerPoint presentation focused on pedestrian accessibility, and conducted broader outreach to city councillors, accessibility groups, and health and social groups.



Two adults wearing blue "Walk Roll Map" t-shirts and shorts, stand under a blue tent. They are smiling, it is a sunny day, and beside them is a "Walk Roll Map" flag.



Six adults are on their bikes, and there is a child in a bucket seat. They are stopped on the grass with trees behind them. It is a sunny day and they are talking to each other.

RURAL WAYFINDING

Originally started in 2018, this year we were able to finish and launch the planetary pathway in Stittsville. The pathway maps the planets of the solar system to scale along the Ottawa-Carleton Trailway, providing a fun and educational experience for people using the trail. The pathway was officially launched on May 21st at an event which brought out 30 people, including Stittsville councillor Glen Gower.

In the future Ottawa, our communities are informed, engaged, and included in supporting positive climate action and community building. To work toward this goal, in 2022, we hosted:

GREEN ROOM

EnviroCentre launched the Green Room in May 2020, to stay connected with our community, and feature the work that organizations are doing across the country to fight climate change. In 2022, we shifted to the podcast format, and hosted 29 guests and had 3,008 listeners across YouTube, Instagram, and podcast apps.



One adult stands at a booth table, with waste sorting bins in front of them. They are smiling and under a tent.

SPEAKER EVENTS

Every year, the EnviroCentre team speaks at community and public events, bringing awareness to climate action and promoting the mission of the organization. These events provide a platform for us to meet many more people in the community and expand our reach. This year, we had the opportunity to speak at SMARTNet Alliance Energy Efficient Home Retrofit Webinar Episode 3: Retrofit Considerations, which had 180 people in attendance and 550 people registered.

We were also invited to speak at a SMARTNet Alliance chat and a Green Drinks social event, on energy incentives and electric vehicles respectively, and spoke to two community associations on home retrofits and incentive programs.

GREEN BEAT

In 2022, we sent out 46 issues of the Green Beat newsletter to our 4,626 subscribers. Our average open rate this year was 35.4%.

We received some wonderful feedback from readers this year:

"I am a life-long environmentalist and work in the federal environment department. I do my best at home to reduce my impact on the environment... and I love your newsletter! I enjoy the art, the links, the stories, the suggestions and the positive and fun attitude. Keep up the great work!"

"I love the Green Beat. It's the perfect balance between global and local news on the environment. I open the articles that interest me and take the week to read them. Thanks for putting it together!"

"This is one of the few newsletters that I receive and actually read. I appreciate that it's well written and the articles and topics are always relevant and important. Carry on as you are! Thank you!"

MY GREEN LIFESTYLE

EnviroCentre's online learning platform, My Green Lifestyle, encourages and empowers Ottawa residents to take action against climate issues in their own daily lives. In early 2022, we held the last live zoom workshop for the facilitated Your Green Home course that began in November 2021 (55 participants in the course). In 2022, we decided to phase out the My Green Lifestyle learning platform as it doesn't align as well with our new strategic priorities. We didn't promote the platform and will be reusing the content for other purposes, for instance, we used the courses as a basis for a climate action workshop we ran for the francophone network.

ACCESSIBILITY TOOLKIT

Through Ottawa Climate Action Fund (OCAF) and Ecology Ottawa's Ottawa Climate Equity Initiative, we created an Accessibility and Inclusion Toolkit for climate focused organizations. We partnered with City for All Women Initiative to create the toolkit in a PDF downloadable and screen reader compatible format, as well as A Guide for Accessibility Advocates in the climate movement. 22% of Canadians or people living in Canada identify as having a disability, and persons with disabilities are underrepresented in the climate advocacy sphere. We created this toolkit because we believe these voices and perspectives need to be represented for a truly sustainable and resilient future Ottawa and beyond. The toolkit and the guide will serve as a great starting point for organizations to be mindful of accessibility both in their workplaces and in their work.

SOME OF OUR PARTNERS AND FUNDERS THIS YEAR

OTTAWA ENERGY COLLECTIVE (OEC)



In 2017, local agencies came together to form the OEC, whose aim was to address a local transition to low-carbon energy through a multi-stakeholder approach, including 60 local stakeholders representing eight sectors. The work of OEC focuses on residential building stock retrofits, encompassing five action pillars, one of which is the Existing Buildings Pillar, led by EnviroCentre. In 2021, EnviroCentre partnered with OEC to launch the Future Homes Ottawa program and bring deep residential retrofits to Ottawa neighbourhoods.

OTTAWA CLIMATE ACTION FUND (AFCO)



In 2021, EnviroCentre was the proud first recipient of funds from the newly formed OCAF. These funds supported the Future Homes Ottawa program, a neighbourhood deep retrofit pilot project, in partnership with the OEC. Throughout 2022, we continued to partner with OCAF to promote regional progress on climate, including participation in the Ottawa Climate Equity group, and the development of a regional approach to promote EV adoption.



A ceramic house shape is wrapped in a scarf next to a calculator on a table.



An adult wearing gardening gloves and smiling, working in a greenhouse with tomato plants.



One adult stands at a booth table, with waste sorting bins in front of them. They are smiling and under a tent.

CITY OF OTTAWA



EnviroCentre is proud to work with the City of Ottawa to provide engaging and highly effective community outreach for sustainability programs. We provide education and encouragement around cycling, active transportation, stormwater management, and workplace commuting support through various programs. This year we worked closely with the city to support the development and launch of the Better Homes Ottawa program and became the delivery agent for the new Better Homes Ottawa Loan program, supporting residential retrofits and the reduction of residential emissions.

GREEN ECONOMY CANADA (GEC)



GEC is a national organization that works with community organizations like EnviroCentre to launch and grow Green Economy Hubs across Canada. Green Economy Hubs, including EnviroCentre's Ottawa Green Business, work with local businesses to set and achieve sustainability targets. Since 2016, we have been happy to work with GEC to expand and improve business sustainability across Canada.

ASSOCIATION OF FRANCOPHONE COMMUNITIES OF OTTAWA (ACFO)



In 2022, EnviroCentre received a third Bilingual Ottawa micro-grant, which aimed to increase recognition of Ottawa's bilingual character, to promote Francophonie, and foster the collective interests of the francophone community across the City of Ottawa by investing in concrete projects designed by and for the community. EnviroCentre received this grant to increase our program offerings and communications in French.

SOME OF OUR PARTNERS AND FUNDERS THIS YEAR

ONTARIO TRILLIUM FOUNDATION (OTF)



OTF is an agency of the Government of Ontario, and one of Canada's leading granting foundations. OTF awarded \$108 million to 629 projects last year to build healthy and vibrant communities in Ontario. In 2021, EnviroCentre received a grant from the Resilient Communities Fund to bolster our organization's services during COVID-19.

OTTAWA CLIMATE EQUITY



EnviroCentre participated in the Ottawa Climate Equity initiative, a program of the Ottawa Community Foundation funded in part by Environment and Climate Change Canada, and jointly led by OCAF and Ecology Ottawa. The aim of this initiative is to convene Ottawa-based environmental and social inclusion organizations and to foster relationships built on trust, common values, and shared priorities that will lead to increased collaboration on climate action.



Two adults, with a child on their shoulders, dressed in winter clothing are smiling on a snowy day. Behind them are snow-covered trees.



An adult is sitting on a foldable bicycle, wearing a bike helmet, sunglasses, and posing with a 'thumbs up'. Behind them is a small hill with plants.



Three adults, one in a wheelchair, are walking and rolling on a sidewalk. It is a sunny day, there are trees and a fence behind them, and they are looking at each other and smiling.

GREEN COMMUNITIES CANADA



This year EnviroCentre was happy to reconnect with our partners and friends at Green Communities Canada, with whom we are able to share knowledge and support organizations like ours across Canada. We were also excited to partner with Green Communities Canada on upgrading the Hop! app to make it more accessible to walkers across Ontario and complete the 2022 Depave project at Yule Manor Co-operative Homes.

OTTAWA STUDENT TRANSPORTATION AUTHORITY (OSTA)

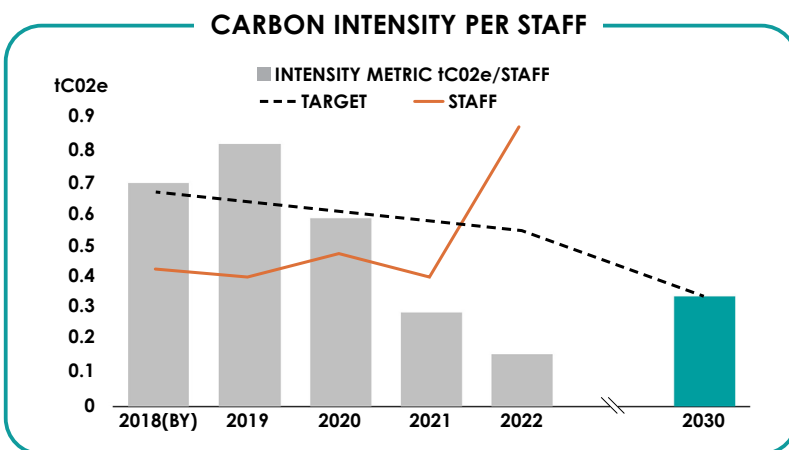
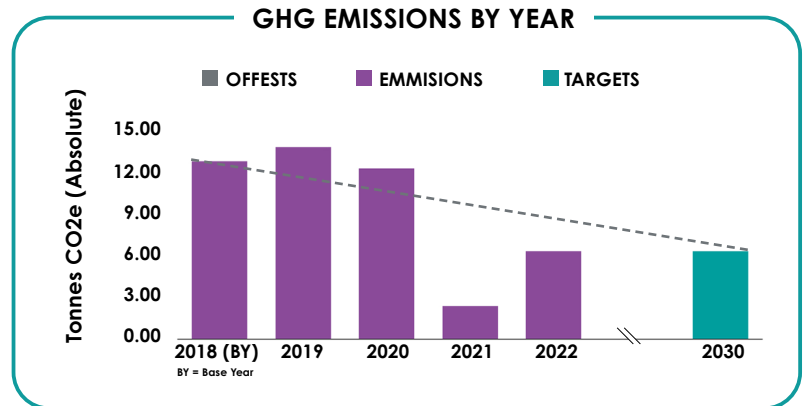


OSTA is a key partner for our work in encouraging active transportation to school. This year we designed assorted resources to give away to students to promote active transportation at SATP schools. We also analyzed and reported on the second annual iteration of the OSTA student transportation survey (2021) which looks at transportation habits for OCDSB and OCSB families. In partnership with OSTA, we were excited to secure funding from Infrastructure Canada's Active Transportation Fund to complete a School Streets Feasibility Study that will be completed in late 2023.

EnviroCentre is grateful to have hundreds of partners, funders, sponsors, collaborators, and supporters in the community.
A huge thank you to all of them for their support this year.

SUSTAINABILITY REPORT

EnviroCentre takes great pride in the individual actions of its staff in reducing our environmental impacts as an organization. We focus on energy, transportation, and waste as metrics to track our impact annually in our workspace. We also make efforts in our individual lives to reduce our impact in hundreds of ways. EnviroCentre shifted to working from home during the COVID-19 pandemic lockdowns and realized the sale of our office building in 2021. This resulted in the majority of EnviroCentre's footprint shifting from an office building, which was owned, to emissions related to telework. As a result, in 2022 we achieved a halving of total emissions down to only 6.2 tonnes of CO₂e bringing us at par with our target for 2030.



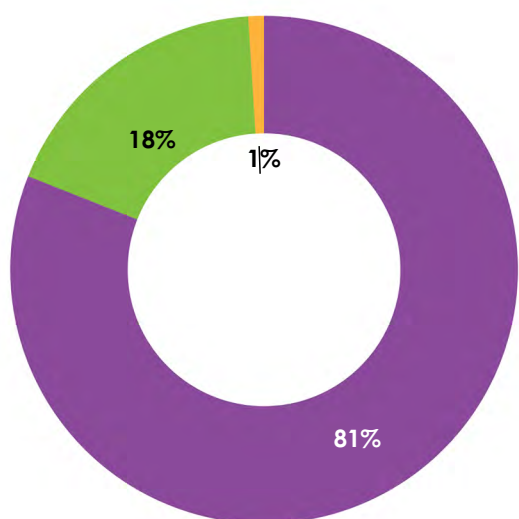
Compared to last year, our emissions have increased by 1.4 tonnes of CO₂e or 11% from baseline. The reasons are a doubling in staff, the pro-rated use of shared office space at the Impact Hub as well as a 33% increase in events, in particular, to promote electric vehicles. Emissions from business travel therefore produced a third of our 2022 footprint. The graph "Carbon intensity per staff" demonstrates that despite this small absolute increase in emissions, our carbon intensity has shrunk by 77% with a staff of 38.

Due to the shift from a fixed office to telework, our emission sources switched from scope 1 (direct emissions, mostly gas heating) and scope 2 (indirect purchased emission such as electricity) to scope 3 (indirect other, i.e. upstream/downstream emissions). Our methodology to estimate telework emissions is based on incremental usage and was refined this year based on surveying our staff's energy consumption. A large sample provided gas and electricity consumption allowing extrapolation to be on firm ground (margin of error of 15% at 95% confidence). 91% of the staff's emissions derive from heating with gas, the rest from electricity.

This year we added additional scope 3 emissions from our utilization of shared office space at the Impact Hub as well as our five storage lockers (77 m²). Both were estimated based on NRCAN data but only applied to 2021 and 2022 for practical reasons.

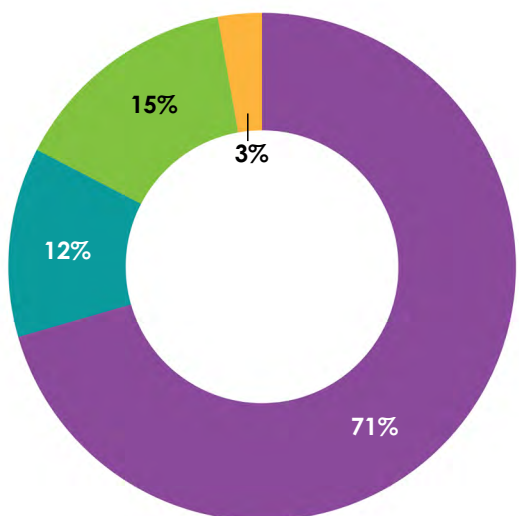
Initiatives planned for 2023 are the expanded capturing of our scope 3 emissions which will be combined with a review of our materiality assessment and net-zero target. We further continue to monitor the impact of the telework and hybrid policies for carbon emissions but also staff experience. In conclusion, this year has shown a very positive development that despite the unprecedented staff growth, emissions only rose marginally, which to a large extent is attributed to the promotion of EVs by EnviroCentre.

FINANCIALS



REVENUES	\$	%
Energy Programs	4,372,796	81%
Community Sustainability Programs	959,822	18%
Corporate Income	45,446	1%
TOTAL	5,378,065	100%

- Energy Programs
- Community Sustainability Programs
- Corporate Income



EXPENDITURES	\$	%
Energy Programs	4,135,456	71%
Community Sustainability Programs	854,626	15%
Corporate and Communications	708,791	12%
Other Income and Loss on Investments	164,419	3%
TOTAL	5,863,291	101%

- Energy Programs
- Community Sustainability Programs
- Corporate and Communications
- Other Income and Loss on Investments



A mobile phone on a white desk shows a screen displaying home energy usage.



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