

ANNUAL REPORT
EnviroCentre

2011+



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ABOUT

EnviroCentre is a not-for-profit organization that delivers environmental programs in Ottawa, Eastern Ontario and across the province. The programs are aimed to reduce energy use and greenhouse gas emissions by delivering cost effective energy efficiency goods and services. In 2011 our focus was on the building energy and transportation sectors. Our programs included energy conservation services, energy retrofit programs for income qualified households, building energy auditing and reporting, Transportation Demand Management (TDM) services and events, the enviroBoutique and the EWaste electronics recycling program.

By providing concrete, measurable means of reducing energy consumption we help people save money, improve their quality of life and reduce their impact on the environment.

Now located at 366 Rideau Street Ottawa, EnviroCentre has been serving Ottawa residents since 1998 and has continued to grow and expand the scope and reach of its programs and services, now delivering programs in Central and Southern Ontario.

MESSAGE FROM THE CHAIR



Since its inception in 1998, EnviroCentre has grown to become a leader in energy efficiency programs and services throughout Ontario. We continue to deliver action-oriented programs that make a difference for the environment, people and communities.

Over this past 18 months, EnviroCentre has proven that a committed and collaborative team 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 year ahead that will bring with it challenges and successes that we will overcome and accomplish together. EnviroCentre remains well-positioned to meet the energy efficiency and community needs throughout Ontario.

Yours truly,

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

Brandon Malleck
Chair, Board of Directors

MESSAGE FROM THE GENERAL MANAGER



This year's Annual Report is titled "2011 Plus". 2011 was a busy and successful year for EnviroCentre and staff and the move into 2012 brought with it some opportunities and challenges that delayed the publication and release of our 2011 Annual Report.

In 2011 staff were successful in expanding program delivery in both energy services and transportation demand management (TDM) services program areas. Energy services continue to be delivered in Ottawa and area, and across southern Ontario. TDM programs grew to provide a broader range of services to public and private sector partners while targeting the individual and their transportation related behaviour.

In 2011 EnviroCentre was asked by the City of Ottawa to transition to a new home (office) outside of City Hall. We have enjoyed the benefit of being co-located with the City since we began in 1998. I would like to thank Council and staff for their past support and hospitality and look forward to our continued ongoing relation in the delivery of environmental programs within the Ottawa community.

In 2012 we relocated all programs and staff to our office at 366 Rideau Street, Ottawa. The move from City Hall would not have been as smooth as it was, in a short period of time, without the full support of staff. I thank them for their consideration and cooperation through these changing times.

EnviroCentre looks forward to working with our partners, clients and the public to meet their needs and develop new opportunities in 2012 and beyond. EnviroCentre sees the need to work with business, governments, individuals and the community to deliver quality environmental programs that improve our community and the lives of the people within it.

A handwritten signature in black ink, appearing to read 'Paul McDonald'.

Paul McDonald
General Manager

PROGRAMS



EWaste

In 2011 EnviroCentre expanded its programs to include a FREE electronic waste drop-off centre. Each year in Canada alone, approximately 140,000 tons of e-waste is sent to landfill. EnviroCentre offers the downtown community a place to drop off their used (working or not working) electronics such as laptops, desktop computers, monitors, televisions and stereo equipment.

EnviroCentre is working in collaboration with La Relance Outaouais, a non-profit group formed in 1982 that works to integrate people into the workplace, and Valoritec, a responsible electronics recycling center which is approved through the Ontario Electronic Stewardship (OES) program. EnviroCentre takes in electronic waste from residents and businesses for proper processing and disposal by our program partners. All material is held 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. Please visit www.ontarioelectronicstewardship.ca for a full list of accepted electronics.

EnviroBoutique

EnviroBoutique retails hard to find energy and water conservation products, as well as a selection of recycled products. Ranging from low flush toilets to rain barrels and LED lights, recycled handbags, solar chargers and many one-of-a-kind gift items, EnviroBoutique has something for everyone. The public can visit EnviroBoutique at our 366 Rideau Street location.



Home Weatherization Retrofit Programs

EnviroCentre has been working with Enbridge Gas and Union Gas on their low income Home Weatherization Retrofit Programs for the last 4 years. The Ontario Energy Board directs the Natural Gas Utilities to design and offer programs that help low income households reduce their energy costs to help address “energy poverty”. Average Ontarians spend approximately 4% of their income on utilities whereas energy poverty is defined as someone who spends more than 10% of their income. The lowest income quintile, 20% of Ontarians, spend 12% of their income on their utilities. These are the households EnviroCentre helps by providing free insulation and draughtproofing.

Weatherization measures include increasing insulation levels in attics, exterior walls and foundation walls as well as comprehensive draftsealing. In 2011 EnviroCentre’s Home Weatherization efforts more than doubled any previous year’s efforts.

We continued our work with Enbridge Gas Distribution Inc. and retrofitted 161 houses in many communities throughout Eastern Ontario including Hawkesbury, Limoges, Carleton Place, Smiths Falls, Brockville, Arnprior, Renfrew, Beachburg, Pembroke and throughout the City of Ottawa. In 2011 Enbridge also sponsored a furnace replacement program and EnviroCentre was able to replace 23 low efficiency furnaces with 92% AFUE high efficiency (condensing) furnaces.

Our biggest area of growth was with our Union Gas Weatherization work. We completed 450 houses in the communities of Belleville, Trenton, Hamilton, Dunnville, London and Windsor. This was more than a 425% increase in the number of houses serviced compared to 2010.

The natural gas savings for the houses weatherized in 2011 totalled 715,000 cubic meters of gas. This represents approximately \$200,000 in heating savings for these 611 houses. The equivalent greenhouse gas reduction is approximately 1,300 tonnes. This is equal to removing 255 average cars from the street in Ottawa or the planting of 6,500 trees.

Additional benefits to having these services performed are:

- Homes are warmer in the winter and cooler in the summer;
- Homes have better air quality;
- Homes have reduced Energy consumption – resulting in lower utility bills;
- Health and safety issues related to moisture and mould are identified and EnviroCentre works with housing providers to address them; and
- Homeowners and tenants are educated on energy conservation.

EnviroCentre employs local contractors and auditors whenever possible. This translates into approximately 40 local jobs across Ontario.



Before



After



EcoEnergy and the Ontario Home Energy Audit Program

Since the EcoEnergy program began in 2007, EnviroCentre Energy Advisors have performed over 25,000 energy evaluations on private homes and multi-unit residential buildings, more than any other organization in Eastern Ontario. Although the federal government's EcoEnergy program went through changes in 2011, EnviroCentre still processed almost 4,350 assessments in 2011, amounting to over \$3.7 million in grants awarded to our clients to help implement energy retrofits. These retrofits resulted in GHG savings of almost 7,500 tonnes of CO₂.

Our 29 certified Energy Advisors mainly serviced clients in the Ottawa Valley, but were active as far afield as Kingston, Belleville, Hamilton and Windsor. Training, technical and administrative support was provided to the Energy Advisors by EnviroCentre staff. The EcoEnergy program ended June 30, 2012, however EnviroCentre will continue to market and promote the value of energy audits to homeowners and small businesses in a grant free environment.

Electricity Audits

Electricity Audits are conducted by Certified Energy Advisors, who survey the devices and behaviours that affect energy consumption in the home. EnviroCentre worked hard to develop this service in 2011, offering it as a standalone service and as a complement to a home energy assessment. To date, we have 8 advisors trained to provide these assessments using excellent new software, which breaks down consumption and offers practical solutions, identifying opportunities to reduce energy use in each home.





Bike to Work Month 2011

Bike to Work Month is a public campaign to encourage residents, through the use of incentives and public recognition, to try cycling to work during the month of May. In 2011, EnviroCentre worked with the City of Ottawa to expand Bike to Work events to the entire month of May. In 2011, 861 residents pledged to cycle to work in May!

Other Bike to Work Month highlights include:

- The new www.biketoworkottawa.com website which had over 10,000 page views.
- A Workplace Toolkit designed to support and encourage employers in promoting commuter cycling. 200 Toolkits were distributed.
- Collaborating with more than 15 different organizations to promote cycling, share knowledge, and identify future opportunities to work together.
- 15 lunch & learns reaching over 200 residents were offered at workplaces across the city. Based on responses to the evaluation forms, 78% of the respondents who do not cycle to work said they will now consider it.

- EnviroCentre worked with Dawghaus Studios to create a short promotional video for Bike to Work that showcased a regular commuter cyclist enjoying her morning commute. The embedded video was made popular on local blogs Spacing Ottawa and Apartment613. The video has been viewed over 500 times.
- Three cycling Celebration Stations were set up along well travelled commuter routes (e.g. the NCC pathway) to provide a variety of freebies, drinks and fruit, cycling resources and information on other cycling initiatives happening in the city.
- 150 people attended the Bruce Timmermans Cycling Award Ceremony & Community BBQ to recognize community cycling leaders and raise money for the Helmets on Kids Initiative. The 2011 recipients were Kathleen Wilker, from the Hintonburg Cycling Champions, and the Ottawa Pathway Patrollers, a group of volunteers helping to make Ottawa's pathways safer.



Board the new trend!



SUSTAINABLE TRANSPORTATION WEEK



Sustainable Transportation Week 2011

The goal of Sustainable Transportation Week is to increase public awareness and inform decision makers of the benefits of active and collective forms of transportation, such as public transit, walking, carpooling, and cycling.

In 2011, EnviroCentre collaborated with Vivre en ville in Gatineau to expand Sustainable Transportation Week to reflect the diversity of residents and commuting patterns in the Capital Region. Here are some highlights from the week:

- A dynamic website that included the pledge, event information and useful links. The site received more than 20,000 page views during September and almost 700 people pledged to commute sustainably!
- The Bike-Bus-Car Challenge, a dynamic demonstration of the effectiveness of collective and sustainable modes of transportation.

➤ A joint launch between Ottawa and Gatineau was held at the Canadian Museum of Civilization. Many dignitaries, including the Mayor of Ottawa spoke at the event, which preceded the Bike-Bus-Car Challenge.

➤ A public conference to stimulate discussion about how to achieve the urban mobility planning objectives in the Capital Region. Peter Wright from London, UK spoke on the Mayor's Transport Strategy of London, and city staff from both Ottawa and Gatineau commented on each city's strategies for improving sustainable transportation.

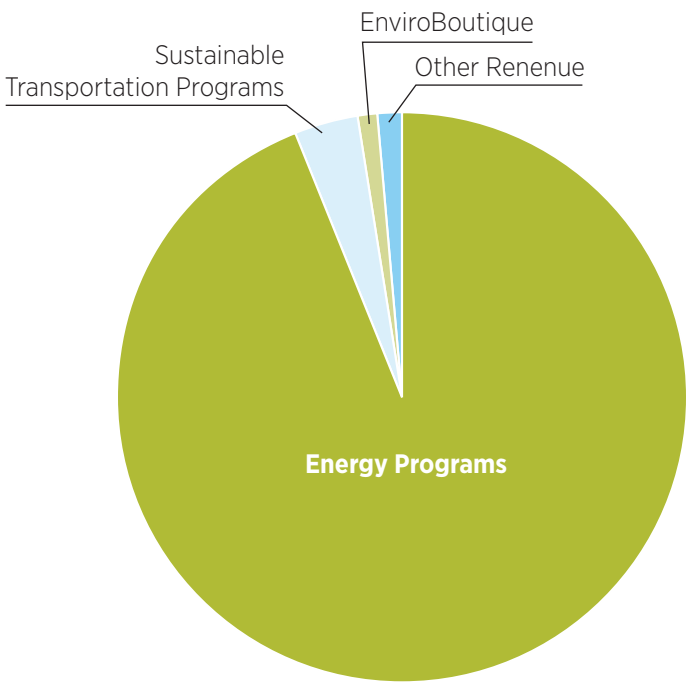
➤ A Car-Free Day Bike Museum was held outside of City Hall. EnviroCentre invited cycling partners and residents to display their funky bikes throughout the day. An OC Transpo Rack and Roll bus was onsite for visitors to practice loading their bike.



AUDITED FINANCIAL STATEMENT

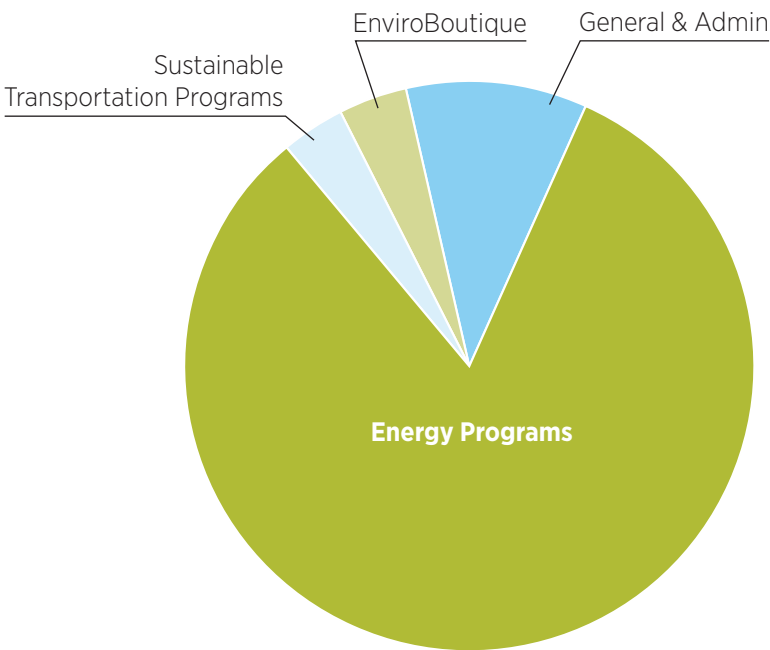
Revenue

Energy Programs:	\$2,931,878	(91.16%)
Sustainable Transportation Programs:	\$107,945	(3.47%)
EnviroBoutique:	\$34,505	(1.11%)
Other Renenue:	\$39,323	(1.26%)
Total:	\$3,113,651	



Expenses

Energy Programs:	\$2,251,412	(82.42%)
Sustainable Transportation Programs:	\$97,506	(3.57%)
EnviroBoutique:	\$108,697	(3.98%)
General & Admin:	\$274,116	(10.03%)
Total:	\$2,731,731	



BOARD OF DIRECTORS

Stephen Koch, Chair (to September 2011)

Brandon Malleck, Director and Chair (September 2011 on)

Jan Harder, Director (April 2010-April 2011)

Maria McRae, Director (April 2011 – June 2012)

Scott Demark, Director

Jerry Beausoleil, Director

Solverig Keshavjee, Director

Tony Sroka, Director

Stephen Graham, Director

Geoff Gillard

10 MISSION

EnviroCentre is a not-for-profit organization that reduces greenhouse gas emissions by delivering cost effective energy efficiency goods and services, primarily in Eastern Ontario.



envirocentre

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