



**High-rise
Retrofit
Improvement
Support**

Pilot Program Results

Presented to the Clean Air Council

March 31, 2017



Outline

- Program Overview
- Evaluation Objectives and Approach
- HELP & Hi-RIS Evaluation Findings
- Program continuation and refinements
- Report to City Council

Overview of Programs

	HELP	Hi-RIS
Target Markets (& Eligibility)	Single Family Houses (Dwellings with less than 7 units)	Multi-Residential Buildings (Buildings of 5 or more storeys)
Participation Targets	Approximately 1,000 homes	Approximately 1,000 units
Program Leads	Environment & Energy	Social Development, Finance and Admin. (Tower Renewal Program)
Funding Envelope	\$10 million	\$10 million
Cost of Funding	Borrowing costs over term plus an administrative charge of 2.0%	Borrowing costs over term plus an administrative charge of 0.8%
Maximum Funding Eligibility	Up to 5% of current assessed value (MPAC)	
Retrofit Improvements Supported	Building envelope improvements, mechanical systems (including lighting systems) and water conservation improvements	
Financing Mechanism	<ul style="list-style-type: none"> • Low-interest, fixed rate loans with 5, 10, 15 & 20 year payment terms • Payments via special charge on property tax bill 	

Recognition



Winner -
2016 Sustainable Communities Award



Finalist -
2016 C40 Cities Climate Leadership Award

Program Evaluation

- **Third-party evaluation completed in 2017**
- **Focus:**
 - Examine program results
 - Identify refinements to increase program participation and impacts

Evaluation Methodology

1. Review of program design, administration and business processes
2. Stakeholder Engagement
3. Program Impacts
4. Program Benchmarking
5. Market Assessment

HOME
ENERGY
LOAN
PROGRAM

Evaluation Findings

Uptake

2014-2016

Pre-applications received	485
Funding Offers	267
Projects Completed	125 houses
Total project expenditures	\$2.1 million (22% of target)

Project Profile

Average project cost	\$16,800
Average operating cost savings	\$560/year
Average Simple Payback of retrofit projects	>20 years (75% participants)
	13 years (25% of participants)
Types of energy efficient retrofit measures undertaken	Windows and doors, heating system, insulation, air sealing

Impact

Average savings per year	65 GJ/project
Average natural gas reduction	34%
Average electricity reduction	12%
Average total energy reduction	30%
Average greenhouse gas emission reductions/house	3 tonnes eCO ₂ /year
Jobs created	30 jobs



Evaluation Findings

Uptake

2014-2016

Expressions of Interest	16
Funding Offers	13
Projects Completed	5 properties (6 buildings)
Total project expenditures	\$4.2 million (42% of target)

Project Profile

Average project cost	\$833,400
Average operating cost savings	\$46,000/year
Average Simple Payback of retrofit projects	18 years
Types of energy efficient retrofit measures undertaken	Windows and doors, roof, mechanical, water conservation

Impact

Average savings per year	5,439 GJ/project
Average natural gas reduction	27%
Average electricity reduction	1%
Average total energy reduction	23%
Average greenhouse gas emission reductions	1,431 tonnes eCO ₂ /year
Jobs created	60 jobs

Evaluation Findings



Areas of Strength

1. Support deep energy retrofits and more
2. High customer support & satisfaction
3. Collaboration with energy utilities
4. Integration with Tower Renewal

Areas of Improvement

1. Building program awareness
2. Mortgage lender consent
3. Maximum financing eligibility and disbursement

Proposed Program Refinements

Noted as Recommendations in Staff Report

1. Increase the maximum special charge eligibility to be the lesser of 10% of the current value assessment of the property or up to \$75,000 (HELP) and \$2 million per building (Hi-RIS)
2. Increase the initial disbursement to 30 % of the estimated cost of improvements for a single-family house
3. Revise the eligibility for multi-residential program to support buildings of 3 or more storeys
4. Clarify the GST portion of project costs to be included as part of the maximum disbursement.
5. Expand the category of eligible measures to include renewable energy.

Pilot Program Continuation

Continue testing and evaluation of Programs with refinements until end of 2018

Activities for the extension period:

- **Develop deeper connections** with contractors, utility companies, energy advisors, industry associations, community partners and to enhance promotions.
- **Leverage existing opportunities** to connect with target markets.
- **Automate and streamline** the multi-stage application process to improve customer experience and administrative efficiencies
- **Continue to advocate to the Government of Canada** to address legal and policy barriers
- **Integrate with complementary new programs and regulations** that are aligned with Program goals

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