

Letter from our President and Chief Executive Officer

2020 was a challenging year for all Nova Scotians. The COVID-19 pandemic forced us into isolation and created uncertainty for so many individuals and businesses. But 2020 also helped us realize that while we are a small province, we are a tough, resilient province and that when we come together, we are stronger. It also taught us the importance of helping our neighbours, to look out for one another, and the value of supporting local businesses.

In March 2020, we suspended programs that required in-home visits and assessments, and we put in place comprehensive safe work practices to protect customers and partners and reduce the spread of COVID-19. We also examined how we deliver our programs and services, and we launched a pilot on virtual and remote home audits that uses data analytics to help homeowners identify efficiency opportunities and estimate potential savings.

We also found other ways to support Nova Scotians, the communities we serve and assisting those most in need. In partnership with Nova Scotia Power and the Province of Nova Scotia, \$3 million from the HomeWarming program was redirected to address urgent needs during the pandemic. These funds went directly to support organizations across the province who help families and individuals with necessities like food and shelter.

Despite the challenges that 2020 brought we continued to build a better world through efficiency. Our programs provided support for businesses and individuals to reduce their energy use with real savings – like the energy efficient upgrades in the Eskasoni Health Centre that are estimated to save \$70,000 in annual energy costs. Through our





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Green Schools program, we delivered over 1,000 virtual sessions to Nova Scotia students during the pandemic, with over 16,000 students engaged.

Energy efficiency continued to be a growth industry. The Efficiency Trade Network grew to over 370 members including heat pump installers, lighting specialists, solar PV installers, and builders. This growth creates more partnerships, more jobs in the industry, and more customers every year.

Over the past 10 years we have helped Nova Scotians save over \$1.4 billion in energy costs, we've visited over 500 communities across the province and have helped Nova Scotians buy or install over 7 million energy efficient products. Our over 400,000 program participants have reduced their climate impact, avoiding over 1 million tonnes of CO2 annually.

In 2021 we will continue to innovate our offerings by expanding existing programs, launching new pilots, and growing our impact. I am excited for this next year and excited to see continued growth in our industry.

I invite you to read the stories and results in our Annual Report and to celebrate the success of our entire industry. Our results to-date are because of the hard work and dedication of our staff, delivery agents and partners. I would like to thank them for their dedication and tireless efforts.

Stephen MacDonald,
President and Chief Executive Officer
EfficiencyOne