



**City of Kingston
Information Report to Council
Report Number 24-155**

To: Mayor and Members of Council
From: Paige Agnew, Commissioner, Growth & Development Services
Resource Staff: Julie Salter-Keane, Manager, Climate Leadership
Date of Meeting: June 4, 2024
Subject: Better Homes Kingston Program – Year 2 Annual Report

Council Strategic Plan Alignment:

Theme: 2. Lead Environmental Stewardship and Climate Action

Goal: 2.2 Support climate action and sustainability for residents, businesses and partners.

Executive Summary:

The Better Homes Kingston program launched on April 11, 2022, and has now completed its second year of operations, with 199 individual projects completed to date. Pursuant to By-Law Number 2021-23, “A By-Law to Authorize the Undertaking of Energy Efficiency and Water Conservation Works on Private Residential Property as Local Improvements under the Better Homes Kingston Program”, the Better Homes Kingston Program offers no-interest loans with up to a twenty-year term, applied as a Local Improvement Charge (LIC) to applicable properties through a Property Owner Agreement (POA) and authorizes loan repayment on property tax bills. In 2023, 115 LIC special charge by-laws were passed by Council, an additional 60 LIC by-laws will be placed on the June 18, 2024 agenda for consideration of Council. Information on completed projects is disclosed publicly and can be viewed on the [Open Data Kingston Portal](#).

The four-year program with funding from the Federation of Canadian Municipalities (FCM), Community Efficiency Financing (CEF) program is currently in its pilot-phase and is intended to operate from 2022-2025. During this period the program continues to incrementally scale the number of projects completed each year, while developing strong program infrastructure, with wrap-up and evaluation taking place in 2026.

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Council's 2023-2026 Strategic Plan includes a commitment to evaluate and report on the potential to extend the Better Homes Kingston program beyond the initial four years. Staff reported to the Environment, Infrastructure & Transportation Policies Committee in Q4 2023 ([Report EITP-24-001](#)) on the long-term viability of the program to meet the twenty-year goal of retrofitting 25 - 50% of Kingston's existing pre-1991 constructed one-family homes by 2040, achieving an average greenhouse gas (GHG) emissions reduction impact of 30% per home as well as funding options. Staff will report back to EITP in Q4 2024 with details on the planned extension of the program.

The purpose of this report is to provide Council with the second-year annual report on the progress of the program, providing an overview of the program's development, financial commitments, and impact. The key performance indicators (KPIs) identified in [Report Number EITP-21-007](#) are presented, as well as the program's current funding position. An overview of the results of the FCM CEF homeowner survey completed by all participants as they complete the program is also presented (Exhibit A).

The program is performing well, with funding being fully allocated to completed and pending projects. To date, 199 projects have been completed, with 133 projects completed during Year 2, corresponding to a GHG reduction of 13851.4 tonnes over their lifetime, achieving more than double the target of an average GHG emissions reduction of 30% per home (68%), and evidenced by the high customer satisfaction scores in the FCM CEF survey of 94% (Exhibit A).

Recommendation:

This report is for information only.

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Authorizing Signatures:

ORIGINAL SIGNED BY COMMISSIONER

**Paige Agnew, Commissioner,
Growth & Development Services**

ORIGINAL SIGNED BY CHIEF

ADMINISTRATIVE OFFICER

**Lanie Hurdle, Chief
Administrative Officer**

Consultation with the following Members of the Corporate Management Team:

Jennifer Campbell, Commissioner, Community Services	Not required
Neil Carbone, Commissioner, Corporate Services	Not required
David Fell, President & CEO, Utilities Kingston	Not required
Peter Huigenbos, Commissioner, Major Projects & Strategic Initiatives	Not required
Brad Joyce, Commissioner, Infrastructure, Transportation & Emergency Services	Not required
Desirée Kennedy, Chief Financial Officer & City Treasurer	Not required

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Options/Discussion:

Launched on April 11, 2022, the Better Homes Kingston Program was designed to offer a one-stop-shop for Kingston homeowners, residing in single-family homes (detached houses, semi-detached houses, and row houses) to reduce their home's energy use, and improve water conservation, with a particular focus on GHG emissions reductions. The program offers access to loan financing (i.e. attached as a Local Improvement Charges to the property and arranged for loan repayment on property tax bills), incentives and free ongoing support. A key feature of the program is its ability to stack with other home energy efficiency programs – most notably the former Canada Greener Homes Grant Program, Enbridge Home Efficiency Rebate+ (HER+) Program and the ongoing CMHC Canada Greener Homes Loan initiative – allowing for the maximization of available funding to drive deep energy retrofits, which are commonly defined as reducing on-site energy use by 40% or greater.

The program operates with a performance threshold system, which requires all eligible projects to have a minimum GHG emissions reduction potential of 20% (measured in tonnes), or a 20% energy consumption reduction (measured in kilowatt hours kWh) for already electrically heated homes. The program offers incentives tied to the following performance levels:

- 20% to 25% reduction in emissions or electricity consumption = \$1,000
- 26% to 30% reduction in emissions or electricity consumption = \$3,000
- Greater than 30% reduction in emissions or electricity consumption = \$5,000

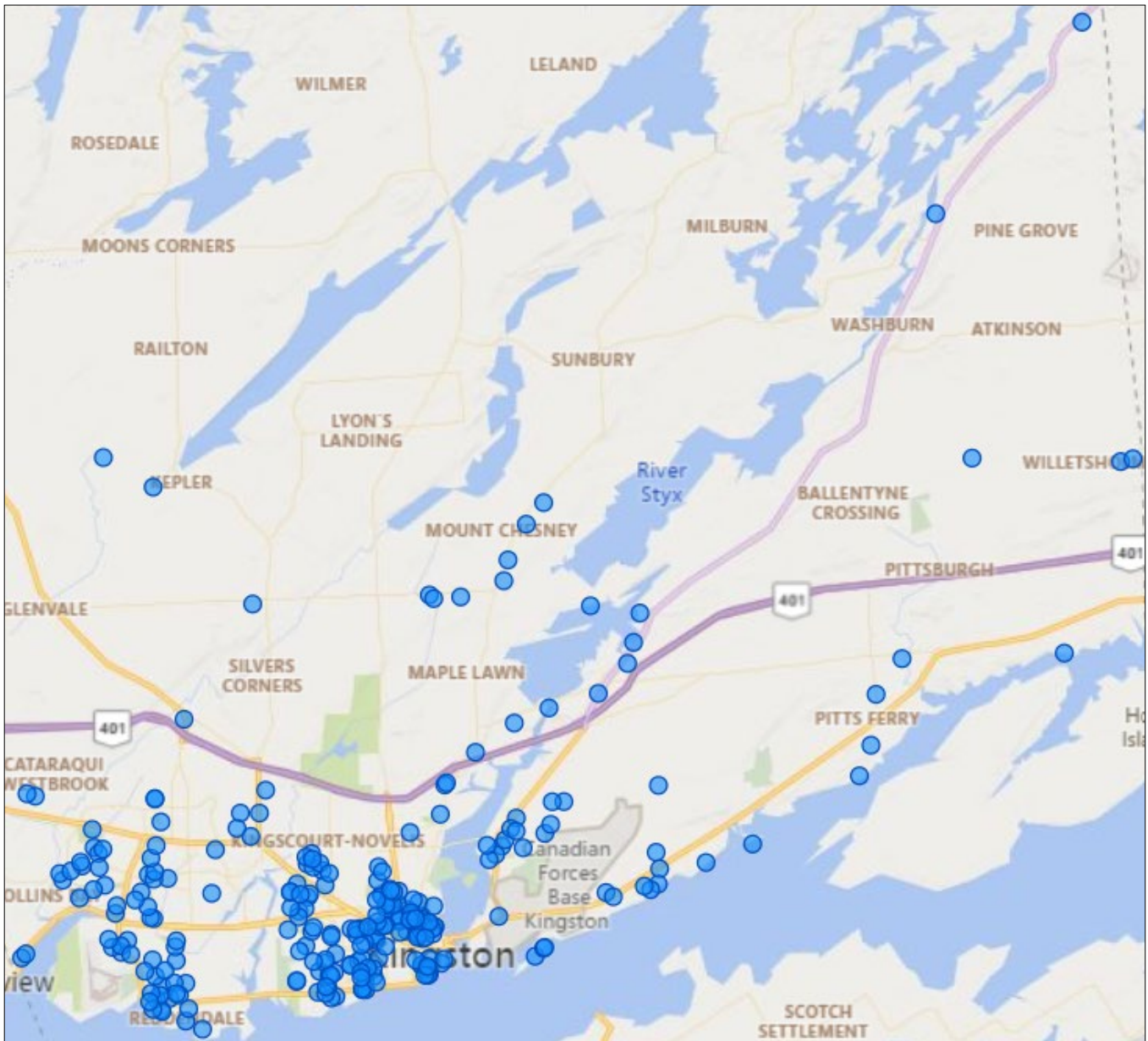
This performance threshold system is innovative and relatively unique in the home-energy retrofit program landscape across Canada. It allows for enhanced flexibility for homeowners to find the most impactful combination of retrofits for their home, leading to significant impact, when compared with a measure-based system (i.e. HER+). The program follows the Natural Resources Canada (NRCAN) EnerGuide Rating System, which gives homeowners a *consumption-based rating of their home's energy use – measured in gigajoules per year (GJ/year)*, as well as a total measure of GHG emissions in tonnes per year. Reductions tied to individual actions are outlined through a pre- and post-retrofit home energy assessment, conducted by a NRCAN Registered Energy Advisor.

To date, the program has received 608 applications (plus one test application). Applications were suspended on November 8, 2022, to ensure program funding was not over-allocated. Thirty-one (31%) of the applicants did not continue through the program, and as some allocated funding has become available due to participants either not utilizing their maximum eligible loan amounts, or dropping out of the program other reasons, small cohorts have been admitted from the waitlist to balance the efficient processing of new applicants, while avoiding the risk of over-allocating funding. To continue the momentum for the targeted 500 projects within the pilot phase of the program, the waitlist has been onboarded expeditiously, with less than a one month wait time currently.

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Figure 1 - Map of Program Registrations Received to date – Year 1 and 2



As shown in Figure 1, a map of the location of all 608 program registrations received from April 2022 to May 2024.

Program Milestones

The intent of the Better Homes Kingston program is to establish a long-term residential retrofit strategy that stimulates related market development so that the Better Homes Kingston program is available for the next ten to twenty years to reach its goals.

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The four-year FCM funded program milestones are as follows:

#	Key Milestones		Actual Start Date	Actual Completion Date
M1	Program Start-up and Soft (test) Launch	25 Projects completed	April 11, 2022	April 10, 2023
M2	Year 1 Implementation	125 Projects Completed	April 11, 2022	April 10, 2023
M3	Year 2 Implementation	150 Projects Completed	April 11, 2023	April 10, 2024
M4	Year 3 Implementation	200 Projects Completed	April 11, 2024	April 10, 2025
M5	Program Wrap-up	Perform evaluation, identify succession plan and final reporting	April 11, 2025	September 30, 2025
Total Projects to be Completed 500*				

Currently, 199 projects have been completed, with 133 of these projects being completed during Year 2, averaging 2.5 completed projects per week. Loans are paid back through property tax bills via the municipal Local Improvement Charge (LIC) mechanism. To date, 115 LIC special charge by-laws have been passed, with an additional sixty LIC by-laws to be placed on the June 18th agenda for consideration of Council. Information on completed projects is disclosed publicly and can be viewed on the [Open Data Kingston Portal](#).

Currently, seventy-six additional projects are in progress with executed funding agreements, and the remaining participants are in the earlier stages of the process. Through ongoing communication with FCM’s Better Homes Kingston Project Officer, it is likely that the program can receive a short extension, allowing for flexibility to continue the momentum to reach the target of completing approximately 500 projects by the end of the pilot period.

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Annual Reporting on Key Performance Indicators

The KPIs identified in [Report Number EITP-21-007](#) are presented below with analysis. As these KPIs were created prior to the program launch, some necessary alterations have been made due to practical program design and implementation decisions. Where KPIs have been altered, specific justification is provided. The following analysis includes 199 projects in aggregate (sixty-six included from Year 1, and 133 from Year 2).

To measure progress of program implementation against the programs goal and objectives the following KPIs are being monitored:

Output Indicators:

1. Number of home energy evaluations completed as part of retrofit program:

- **361** pre-retrofit home energy evaluations completed.
- **202** post-retrofit home energy evaluations completed.

2. Total GHG (tonnes) and energy reduction opportunities (GJ) identified within evaluations:

For clarity, these values show the potential GHG emissions and GJ reductions for all projects in aggregate if the homeowners completed all measures outlined in their EnergGuide Evaluation Renovation Upgrade Reports.

- Total GHG (tonnes) Reduction Opportunities Identified within Evaluations per Household: **Average of 4.2 tonnes or aggregate of 837.1 tonnes.**
- Total Energy (GJ) Reduction Opportunities Identified within Evaluations per Household: **average of 59.6 GJ or aggregate of 11862 GJ.**

3. Financing allocated to retrofit projects (total \$) between April 2022 and May 16th, 2024:

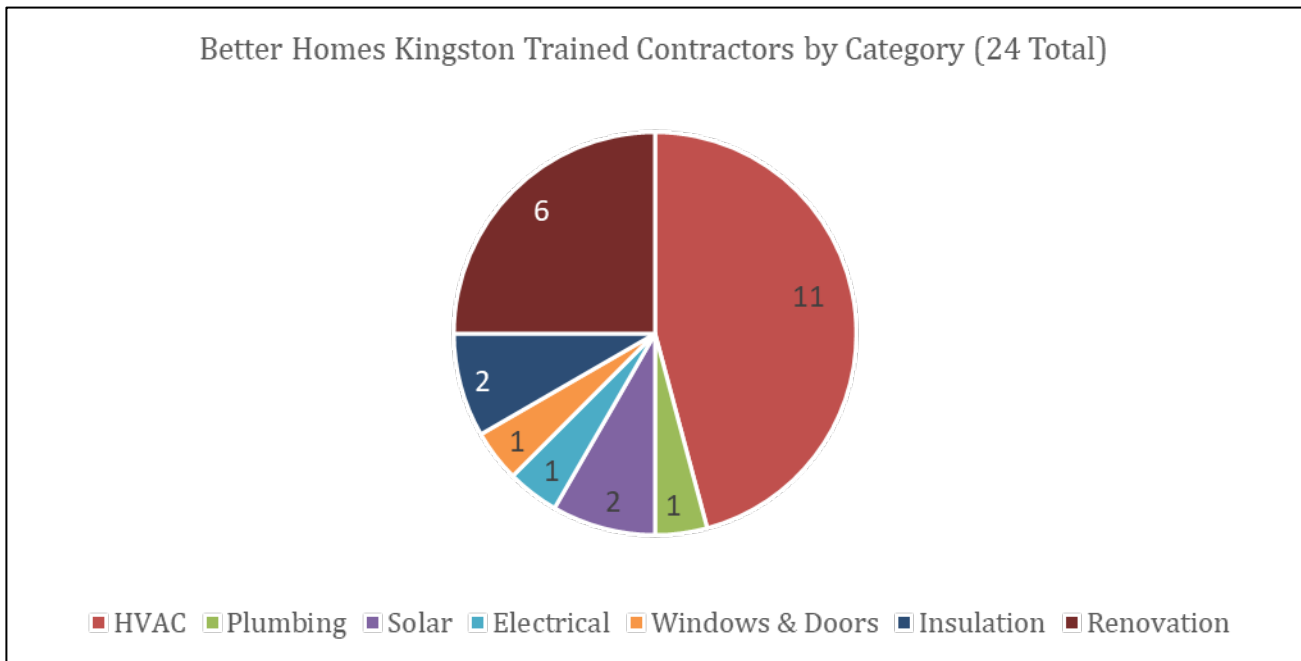
Program Finance Overview	
Average Actual Project Cost	\$33,254.52 *difference from Average Actual Project Funding from Better Homes Kingston due to projects that accessed third-party funding programs.
Financing Allocated to Projects	\$6,641,410.00 *Maximum Eligible Funding for all Approved Applications or Projects in Process
Actual Loan Expenditure	\$ 4,418,479.00
Actual Incentive Expenditure	\$ 934,746.00
Actual Rebate Expenditure	\$ 8,006.00 *up to \$600 towards cost of Mandatory Home Energy Evaluation Reports
Average Actual Project Funding	\$ 26,275.12 *excludes Incentive only recipients Loan: \$21,488.64 Incentive: \$4,697.21

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- 4. **Number of Contractors and Registered Energy Advisors trained to support Better Homes Kingston:** To date, no additional Registered Energy Advisors have been trained explicitly to support Better Homes Kingston.

Figure 2 – Number of Contractors Trained as part of Better Homes Kingston totalling twenty-four companies.



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Outcome Indicators

- 1. % of household energy (GJ) and GHG emissions (tonnes) reduced via retrofits on average per home:**

Average GHG % reduction per Home	Average GJ % reduction per Home
68%	43.7%
<p>The actual average GHG emissions reduction of 68% is more than double the goal of 30% per home. While the average GJ reduction per home is still significant at 43.7%, factors such as the increased use of electricity for air-conditioning from an air-source heat-pump where the homeowner previously did not have air-conditioning can be attributed to this difference. This is also a reflection of the program’s primary goal of GHG emissions reductions.</p>	

- 2. Total household energy (GJ) and GHG emissions (tonnes) reduced per year for all program participants:** Household Energy (GJ) has been added for enhanced analysis.

Total GHG (tonnes) Reduced Per Year	Total GHG (tonnes) Reduced Over Project Life
759.1	13851.4
<p>The total GHG emissions (tonnes) reduced per year is 759.1, multiplied by the average project life of 18.2 years equals a cumulative reduction of 13851.4 tonnes.</p>	
Total Household Energy (GJ) Reduced Per Year	Total Household Energy (GJ) Reduced Over Project Life
11,641.5	211,875.3
<p>The actual total household energy (GJ) reduction is 11,641.5, averaging 58.5 GJ per project, multiplied by the average project life of 18.2 years equals a cumulative reduction of 211,875.3.</p>	

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Figure 3 – Greenhouse Gas Emissions (tonnes) Reductions for Year 1, Year 2, and Combined:

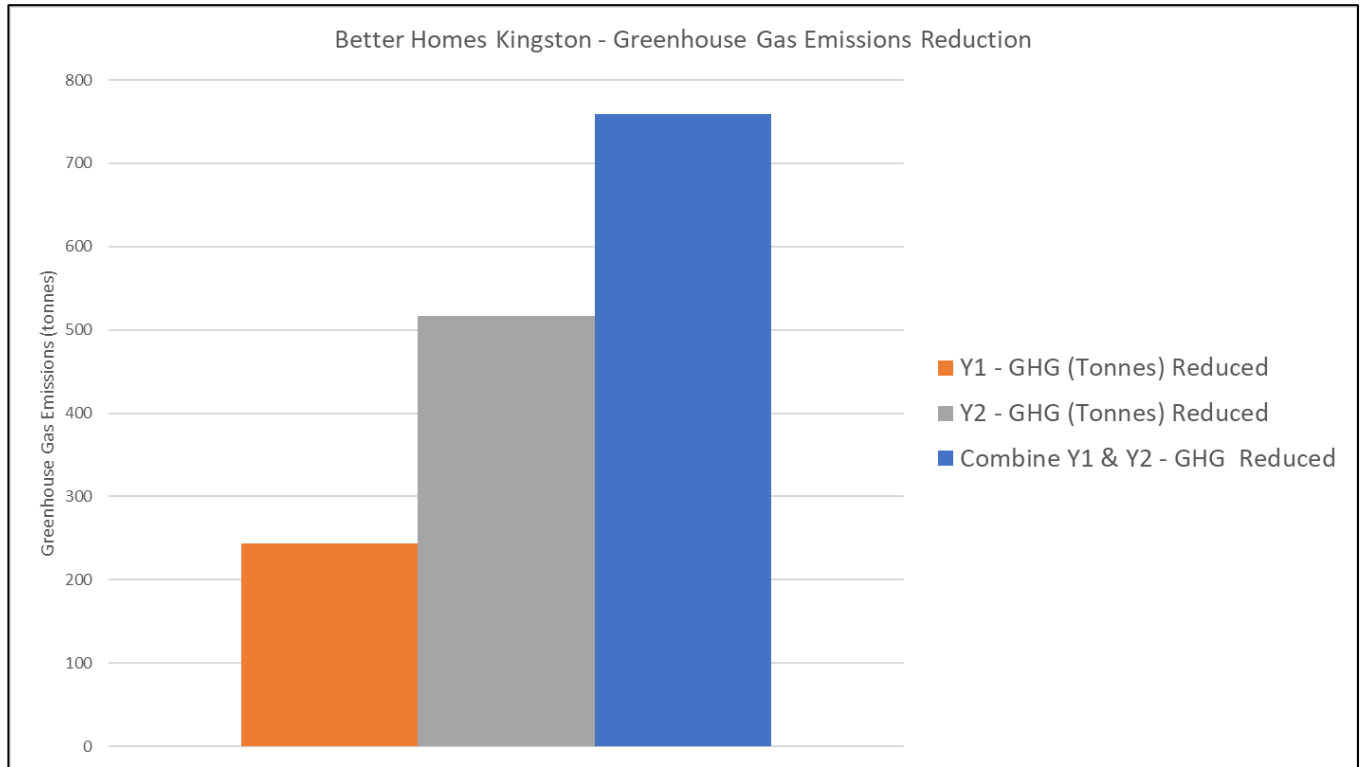


Figure 3 shows total annual GHG emissions (tonnes) reductions for each year, as well the combined total for both years (759.1 tonnes).

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Figure 4 – Household Energy (GJ) Reductions for Year 1, Year 2, and Combined:

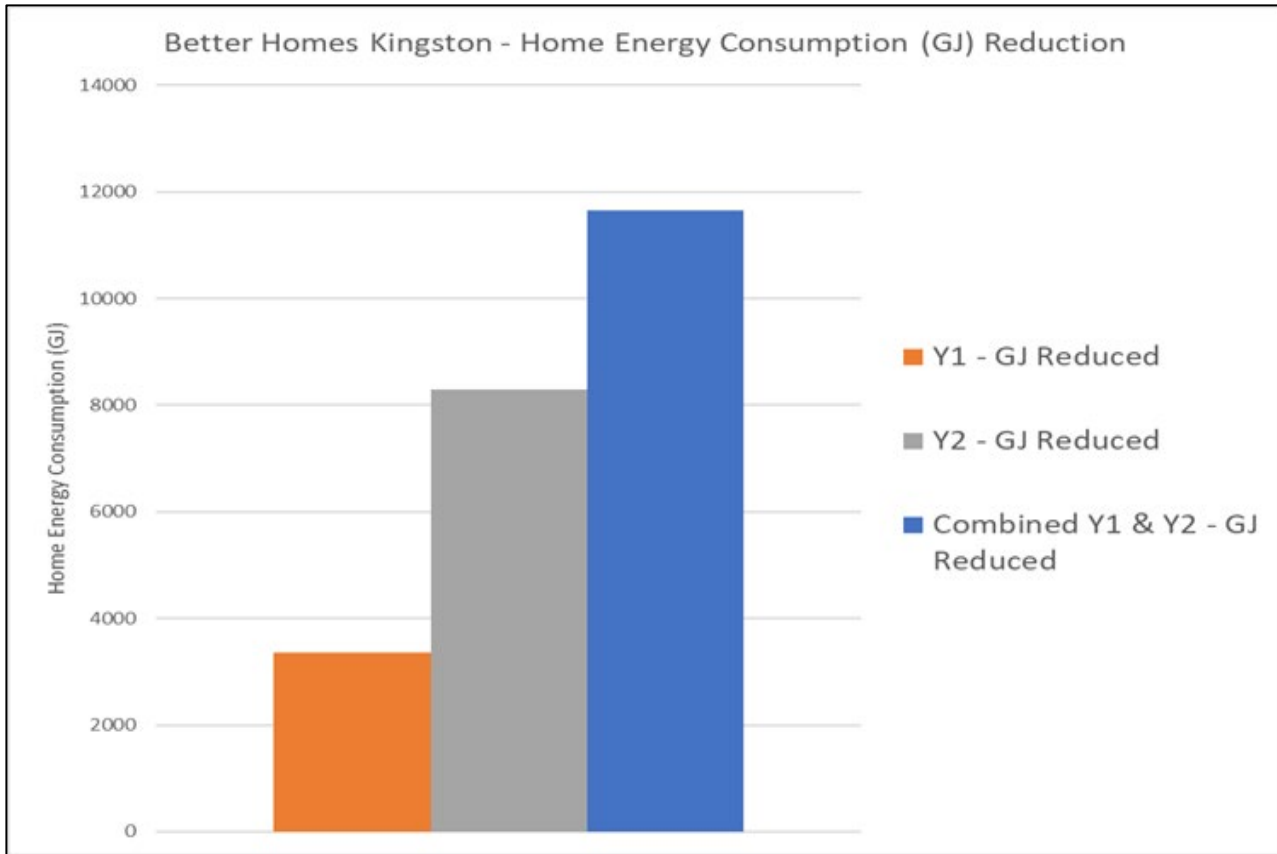


Figure 4 shows total annual household energy (GJ) reductions for each year, as well the combined total for both years (11,641.5).

3. Ratio of Municipal incentive cost versus cumulative GHG reduction during life of equipment (\$/tonne):

Incentive Amount (\$)/Per Tonne Reduced Over Project Life	Total project cost (\$)/Per Tonne Reduced Over Project Life	Average Incentive Amount Per Project
\$67.48	\$477.76	\$4697.21

Incentives are a significant factor in driving deep-energy retrofits. This analysis suggests the relatively low average incentive cost for the City to stimulate one tonne of GHG emissions reductions. While it is not a direct comparison as the City does not own the emissions

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reductions associated with Better Homes Kingston (i.e. through directly controlled assets such as an electric bus), relative to the Federally regulated [Output-Based Pricing System](#) (OBPS), with the \$80 cost per tonne of carbon emissions for 2024 (\$15 increase per year), incentive spend for the City is stimulating a cost effective reduction over the project lifecycle. This demonstrates that current levels of incentives may be sufficient to drive significant capital investment, leading to sustained GHG emissions reductions. This does not consider additional incentives provided by other levels of Government.

Utility Bill KPIs

Utility bill analysis and verification is an ongoing focus for the Better Homes Kingston program, however, as the second year of the program has just concluded, there is currently not sufficient data (at minimum one full year before and at least one full year after project completion), to show meaningful analysis. There have been practical challenges procuring usable data, given that the program is collecting this data from individuals, who often share it in various formats, complicating the analysis. This analysis will be available either before or during the program pilot wrap-up reporting, estimated to be completed in Q3-Q4 2025. At this time, the following KPIs will be reported:

1. Average annual utility cost savings per household (\$);
2. Savings to Investment Ratio (SIR) of retrofits implemented (\$ invested: \$ of all energy related savings including capital cost avoidance for longer lasting equipment).

Detailed utility bill analysis is a method to measure the impact of the BHK program related to energy consumption and utility cost of the participants. It involves collecting and analysing monthly utility bills from multiple providers, such as electricity, natural gas, fuel-oil and propane for participating households before and after their retrofit projects. The analysis can reveal the actual energy savings and cost savings achieved by the program, compared to the modelled reductions derived from the EnerGuide Rating System. To conduct detailed utility bill analysis, the following steps are being taken:

1. Collection of utility bills from participants for at least two years before and up to five years after the Project Completion Date.
2. Utility data is then anonymized, processed, and then weather normalized using the program RETScreen Expert, a powerful analysis software developed by NR. The output is then visualized in a dashboard that is integrated with other program data.
3. The result shows the actual reduction in energy consumption and cost savings. These results can be compared against the estimated savings provided by the EnerGuide Rating System to verify actual reductions, and cost savings. This analysis will allow the program team to draw conclusions regarding the effectiveness and benefits of the Better Homes Kingston program, as well as the opportunities and challenges for improving the program design and delivery.

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Other KPIs

- 1. **Loan defaults/arrears (% of the number of loans and total \$ borrowed):**
 - N/A
- 2. **Customer Survey:**
 - 94% Customer Satisfaction Rating

Additional program information:

Figure 5: Number of Common retrofits by Category - Completed

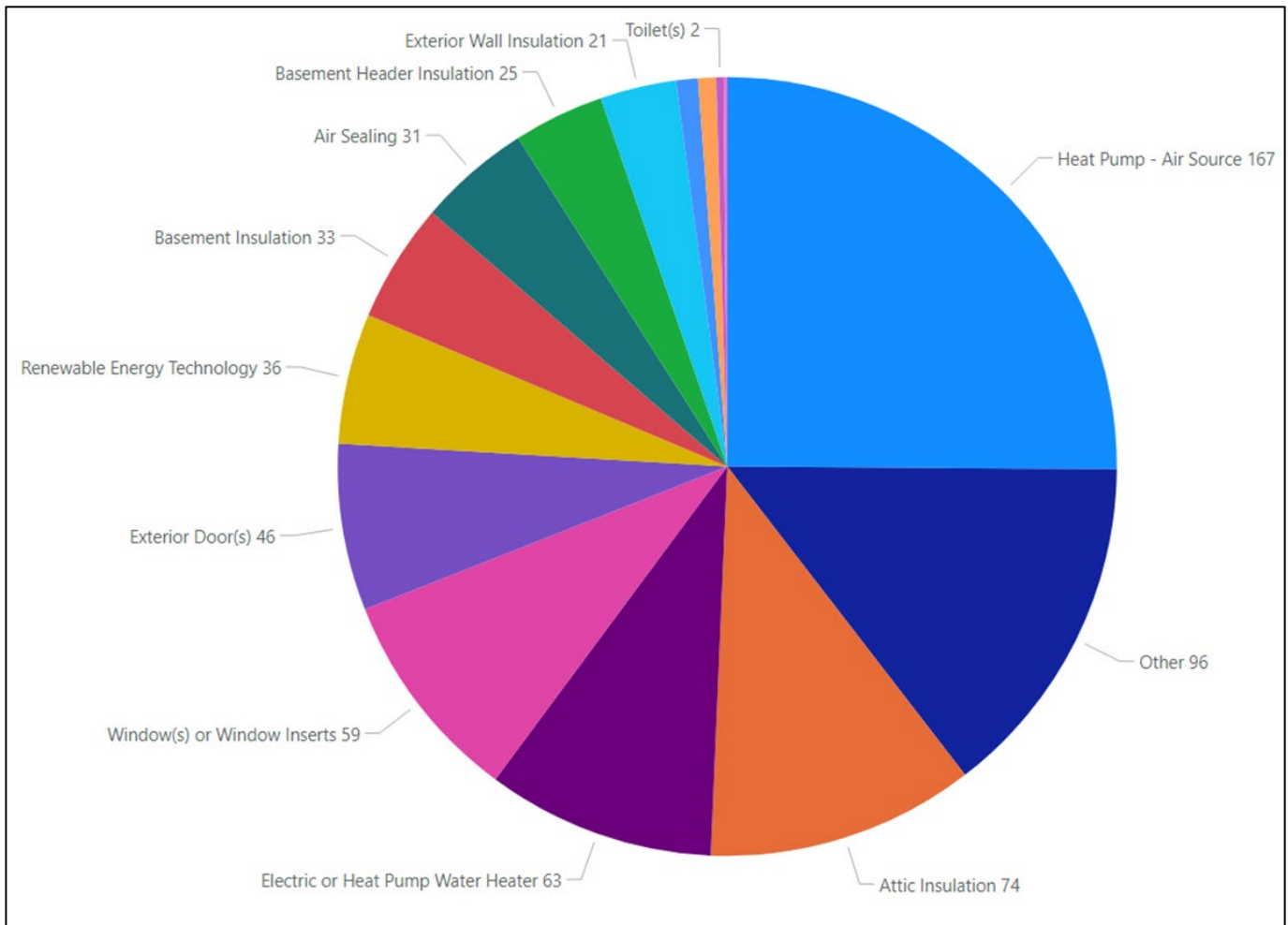


Figure 5 shows the number of commonly completed retrofits by category, with the “Other” category expanded by sub-category in Figure 6.

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Figure 6: Number of “Other” Common retrofits by Category - Completed

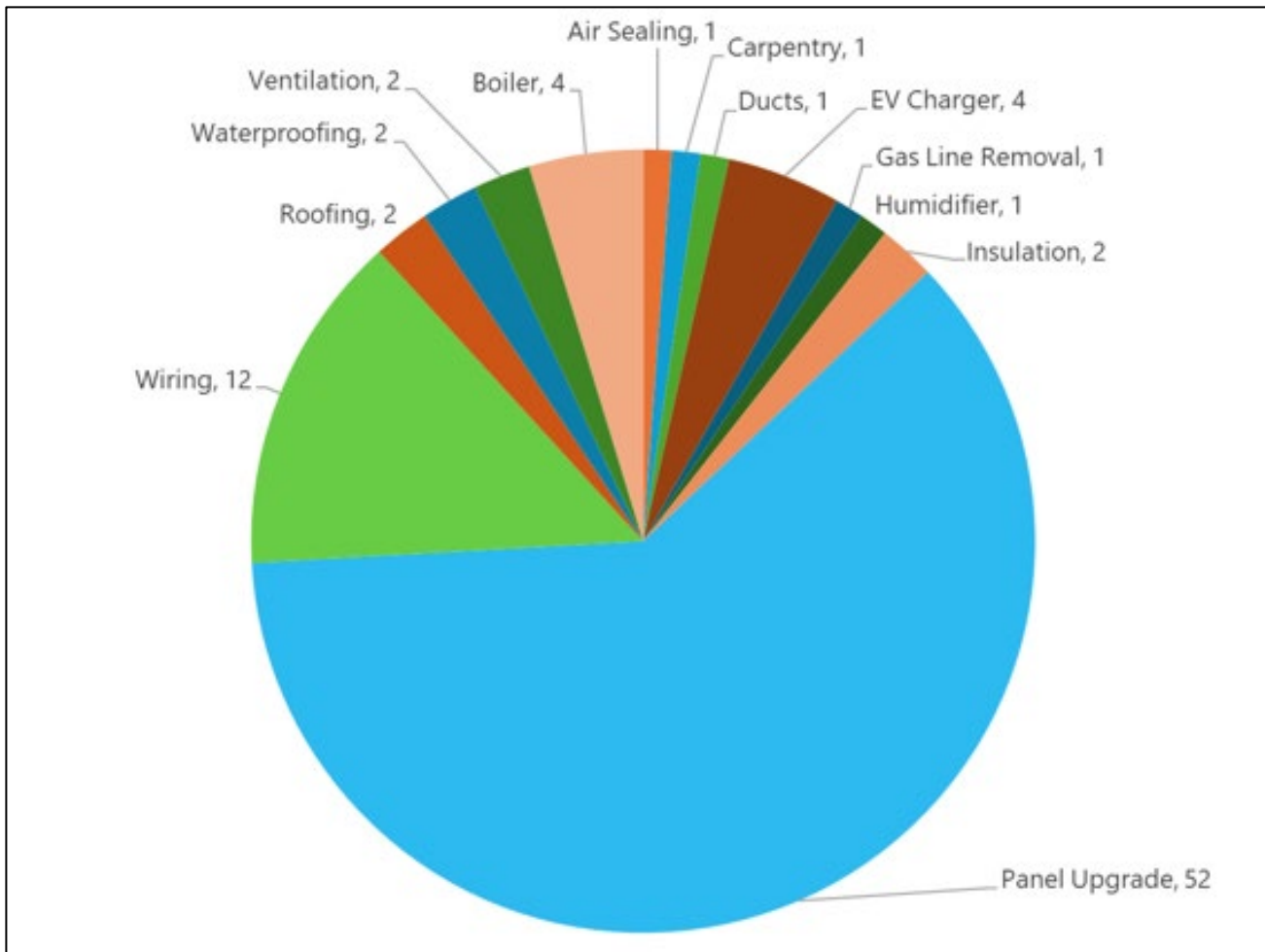


Figure 6 shows the “Other” category from Figure 5 expanded by sub-category. Notably, panel upgrades are the majority of “Other” category retrofits.

FCM CEF Homeowner Survey Findings

The FCM CEF Homeowner Survey (Exhibit A) is mandatory for all CEF funded programs, and captures the homeowner’s experience with CEF programs nationally, with a semi-annual prize draw to incentivize homeowners to complete it. The survey is a mandatory requirement for all Better Homes Kingston program participants and is completed at the end of the process before final loan and incentive payments are made. While the survey is mandatory, the administrative oversight is conducted by FCM, and it is not possible for City staff to monitor if every participant completed the survey. The survey report is provided twice per year by FCM, with the last update being received as of November 2023, with 124 submissions included in the report.

Highlights of the CEF Better Homes Kingston Homeowner Survey show a sustained positive customer experience through year 2. Most respondents (94%) are satisfied with support from

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program staff throughout the home upgrade process, with a similar majority (89%) being satisfied with financing made available to them for home upgrades.

Resoundingly, 97% of participants found the Energy Coaching Services to be helpful (Extremely helpful – 50%, Very helpful – 39%, Moderately helpful – 8%).

Overall, 71% of participants are very satisfied with the program, with 28% being satisfied (99% total). Furthermore, 86% of participants would be very likely to recommend the program to a friend, neighbour or colleague, with 11% being likely to do so.

In depth on-going analysis of the survey reports is conducted to support continuous improvement and allow for appropriate iterations to be made to maximize the outcomes of the program with a focus on consistent, positive customer experience going forward.

Climate Risk Considerations

To date, the Better Homes Kingston program will reduce 13851.4 tonnes of GHG emissions at the Community level over the 18.2-year average lifetime of the 199-home energy retrofit projects completed. This impact could be more than double by the end of the pilot phase (Q2 2025).

Existing Policy/By-Law

By-Law Number 2021-23, “A By-Law to Authorize the Undertaking of Energy Efficiency and Water Conservation Works on Private Residential Property as Local Improvements under the Better Homes Kingston Program”.

Financial Considerations

	2022	2023	2024	2025	Totals
Program loans to participating homeowners	\$2,500,000	\$3,750,000	\$5,250,000	\$1,000,000	\$12,500,000
Program operations and homeowner incentives (including in-kind)	\$1,613,750	\$1,613,750	\$1,613,750	\$1,613,750	\$6,455,000
Total Program Funding	\$4,113,750	\$5,363,750	\$6,863,750	\$2,613,750	\$18,955,000

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FCM loan portion	\$2,000,000	\$3,000,000	\$4,200,000	\$800,000	\$10,000,000
City of Kingston loan portion	\$500,000	\$750,000	\$1,050,000	\$200,000	\$2,500,000
FCM grant portion for program operations	\$1,250,000	\$1,250,000	\$1,250,000	\$1,250,000	\$5,000,000
City of Kingston grant portion (including in-kind)	\$363,750	\$363,750	\$363,750	\$363,750	\$1,455,000
Total Program Funding	\$4,113,750	\$5,363,750	\$6,863,750	\$2,613,750	\$18,955,000

Contacts:

Julie Salter-Keane, Manager, Climate Leadership Division, 613-546-4291 extension 1163

Soren Christianson, Project Manager, Climate Leadership Division, 613-546-4291 extension 1325

Other City of Kingston Staff Consulted:

None

Exhibits Attached:

Exhibit A FCM CEF Homeowner Survey Report – Better Homes Kingston



CEF Homeowner Program

The Better Homes Kingston Program

Kingston Survey report

Impact Research and Performance

November 2023

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Introduction

As part of the Better Homes Kingston Program, a survey is sent to all participants who have completed their project. This report presents the data collected through **November 22, 2023**. This report also includes demographic data.

Tables with statistics and data for each question are available in the appendix.

Participation

- The Kingston's survey was administered online using the survey tool, Qualtrics.
- **124** participants completed the survey.

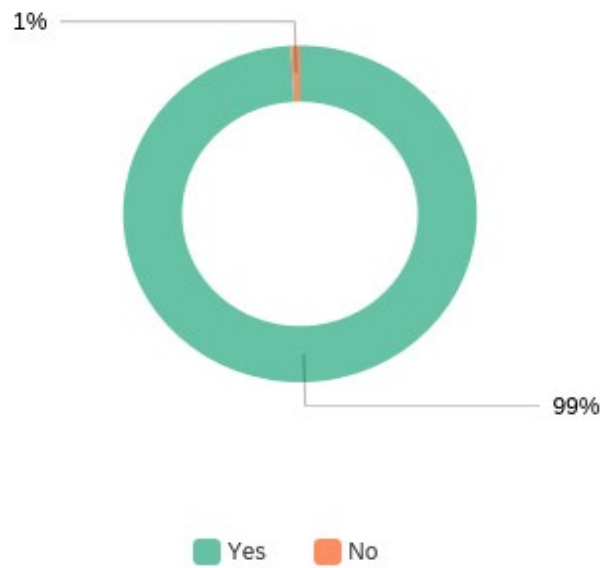
Results

This section outlines the detailed findings ordered by question.

Screening questions

Has an energy advisor completed a post-renovation EnerGuide evaluation at your home?

Most of the respondents (99%) have an energy advisor completed a post-renovation EnerGuide evaluation at their home.



Homeowner experience – Service offering

What is your level of satisfaction with the following services you accessed through your local program?

Overall, the respondents are satisfied with the services they accessed through their local program.

Most of the respondents (95%) are satisfied with the home energy evaluation performed by the energy advisor.

Most of the respondents (94%) are satisfied with support from program staff throughout the home upgrade process.

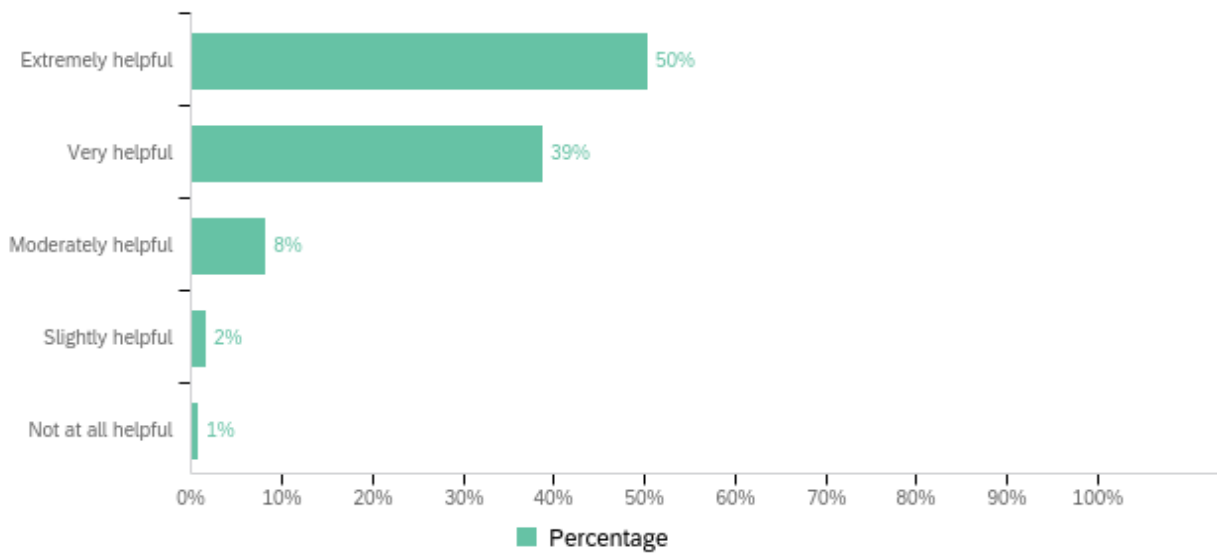
Most of respondents (92%) are satisfied with renovation contractors who performed work at their home.

Most of the respondents (89%) are satisfied with financing made available to them for home upgrades.



How helpful did you find the Energy Coach services to be throughout your participation in the Better Homes Kingston Program?

Overall, most of the respondents (97%) found Energy Coach services to be helpful throughout their participation in the Better Homes Kingston Program, among whom 50% extremely helpful, 39% very helpful and 8% moderately helpful.



Homeowner experience – Value proposition

Below you'll see a list of things that may have affected the outcome of your home energy project. Please rank them in order from the factor that had greatest impact on the successful completion of the project to the one that had the least.

Over four in ten respondents (45%) ranked “Financing made available to them through their financial institution, utility company or municipality” as number 1.

Many respondents (32%) ranked “Assistance with understanding and applying for available incentives rebates” as number 2.

Three in ten respondents (36%) ranked “Customer care provided by program staff” as number 3.

Many respondents (36%) ranked “Variety of upgrades available through the program” as number 4.

About half of the respondents (53%) ranked “Having a list of contractors to choose from” as number 5.

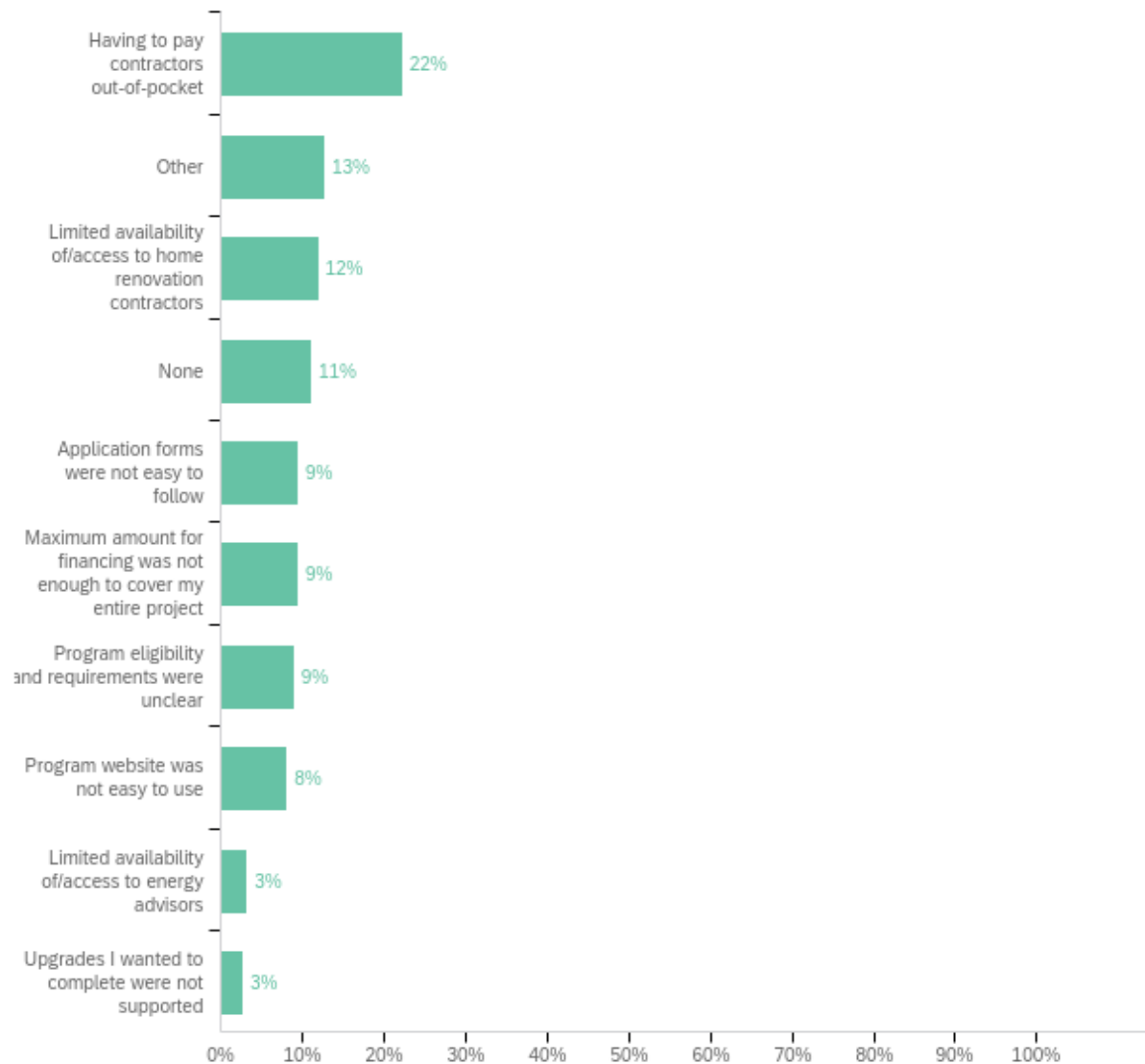
#	Question	Rank 1		Rank 2		Rank 3		Rank 4		Rank 5		Total
1	Customer care provided by the program staff	21%	25	26%	31	30%	36	18%	22	6%	7	121
2	Assistance with understanding and applying for available incentives/rebates	29%	35	32%	39	25%	30	12%	15	2%	2	121
3	Having a list of contractors to choose from	2%	2	7%	8	15%	18	24%	29	53%	64	121
4	Financing made available to me through my financial institution, utility company or municipality	45%	54	17%	20	15%	18	10%	12	14%	17	121
5	Variety of upgrades available through the program	4%	5	19%	23	16%	19	36%	43	26%	31	121

Homeowner experience – Challenges

Which of the following challenges or barriers, if any, did you face during your home energy upgrade project? Select up to three options. (If you experienced more than three challenges, please just tell us what the three biggest challenges were.)

The three biggest challenges that respondents have faced when accessing home energy upgrades are the followings:

- having to pay contractors out-of-pocket (22%),
- Limited availability of access to home renovation contractors (12%),
- Applications forms were not easy to follow; (9%).



Additional comments on barriers and challenges were provided as follows:

- The process is exhausting and time intensive.
 - Wait time for final energy audit
 - Challenges with staff turn over with our Install/Contractor
 - Federal government's lack of information in further supporting our funding needs
 - Long wait time period for email responses/ between filing the official application and the final signing of the Property Owner Agreement
 - Difficult wording on application form and emails
 - Length of time for energy audit reports to be reviewed and approved.

- Slow response time from contractors and the city
- Contractors delays
- Computer challenges for senior
- Difficulty with Greener Homes website portal
- More upgrade and cost than anticipated

Other - Text
At this time, I am pretty satisfied with the install/heat pump-electric furnace retro-fit, but quite honestly the process was exhausting and felt very challenging in many ways. Seemed that we encountered obstacles with each step - 1/ original energy audit company (Clear Result) choosing to leave residential market and having to scramble to find a new company to do our final audit 2/Challenges with staff turn over with our Install/Contractor - which lead to false starts and some reassessment of the best equipment choice for our home's Heat Pump system 3/ Federal government's lack of information in further supporting our funding needs. Honestly, it was my neighbors and family on our street who were the key in sticking with the program and sharing information to make the process and paperwork less daunting in getting the project completed. The process was very time intensive, but we are happy that we have invested in a future of a lower carbon footprint for our home.
Wait time for final energy audit
Related was slow response times from contractors. There was also an issue with city being slow to issue a permit.
A bit difficult knowing who did geothermal work; solar contractors busy
Computer challenges for seniors
Contractors took over a year to get to the project
survey system did not allow us to only choose two options
Contractor delays
Getting responses from contractors generally
Why have to choose 3 if one answers "none"?
since the money allotted for my project will not be released until the final approval , much of the funds have been placed on my line of credit gaining interest

Difficulty with the Greener Homes website portal
The GHG reduction target required more upgrades and associated costs than I had anticipated.
Inability to obtain additional portions of the loan after one of our two projects was completed (2nd project not completed until 8 months later)
Contractors willingness to fill out such detailed estimates
That's it!
Please select at least 3 choices?
There were a lot of steps and a lot of details to keep straight. And lots of delays. At times I felt like I was juggling many things in the air all at once.
Long wait times for email responses between energy coach and myself delaying start date until late fall
The time period between filing the official application and the final signing of the Property Owner Agreement took an exceedingly long time. I felt we had been forgotten. Now the work is done, and all is good.
none
Contractor really helped us navigate
Forms were a little difficult; transition from NRC's GHG to Enbridge HER+ has delayed completion of project. Paperwork through City of Kingston was extensive *but* very easily managed with staff/energy advisor help.
Sometimes the wording on applications or in emails was hard to follow.
Frustrating when contractors cannot perform work in a timely way. Window installer was booked up for 10 months.
understanding the GHG reduction criteria
A couple small issues with contractors but those were easily resolved.
We didn't have any barriers but because the survey requires me selecting 3, I chose 'other'.
Length of time for energy audit reports to be reviewed and approved.
Carrying the cost of the upgrade until financing was paid to me.
only challenge was paying out of pocket
I tried to do this 2 years ago and could not find enough information or get consistent answers to me questions from the Federal Program. The Better Homes Kingston program provided excellent support and made it all possible.
Cedric did not have the forms completed to review at our meeting. He then held off on putting in our application until we "confirmed" with him that we wanted to go ahead, despite already having done that. It set things back by weeks. To confirm we needed to have another scheduled meeting which had no apparent new information or utility.
Communication and Organization of the BHK mailbox and responses.

Social benefits

How much of an improvement have you experienced in your home after completing energy efficiency upgrade(s)?

When it came to energy cost savings, about four in ten (48%) respondents have experienced improvement, while 19% indicated less and no improvement, 33% too soon to be tell.

For reduction in energy used, over six in ten (66%) respondents have experienced improvement while 12% reported less and no improvement and 22% too soon to be tell.

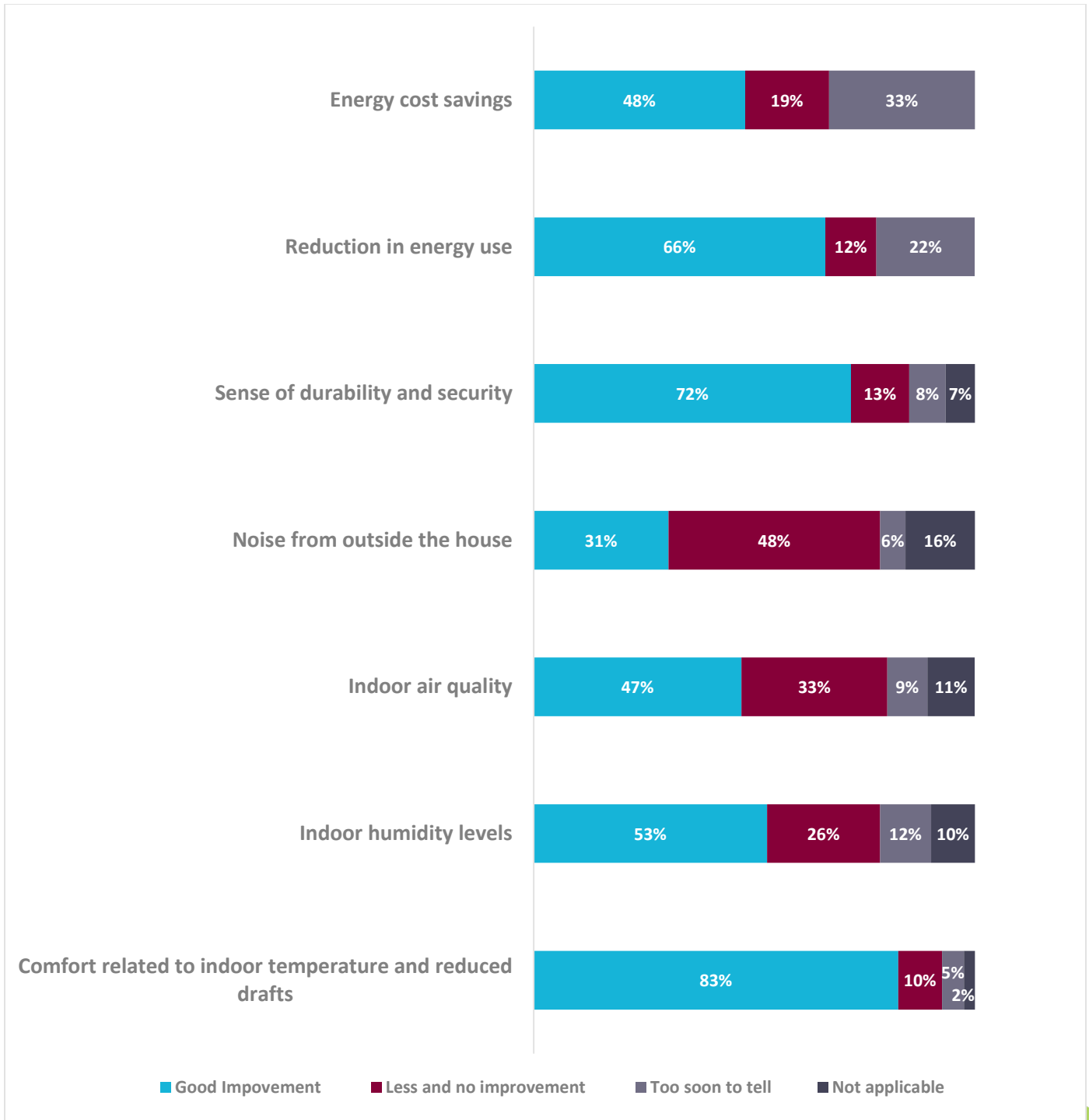
In terms of sense of durability and security, most of the respondents (72%) have experienced improvement while 13% indicated less and no improvement. On the other hand, a few respondents (8%) indicated that it was too soon to tell.

When it comes to noise from outside the house, the majority of the respondents (48%) have not experienced any improvement at all, while 6% reported less and no improvement. More than two in ten respondents (31%) have experienced improvement.

For indoor air quality, over four in ten (47%) respondents have experienced improvement while 33% indicated less and no improvement. On the other, a few respondents (9%) indicated it was too soon to tell.

For indoor humidity levels, five in ten (53%) respondents have experienced improvement while 26% indicated less and no improvement. On the other hand, a few respondents (12%) indicated it was too soon to tell.

As for comfort related to indoor temperature and reduced drafts, over eight in ten respondents (83%) have experienced improvement while 10% indicated less and no improvement. A few respondents (5%) indicated it was too soon to tell.

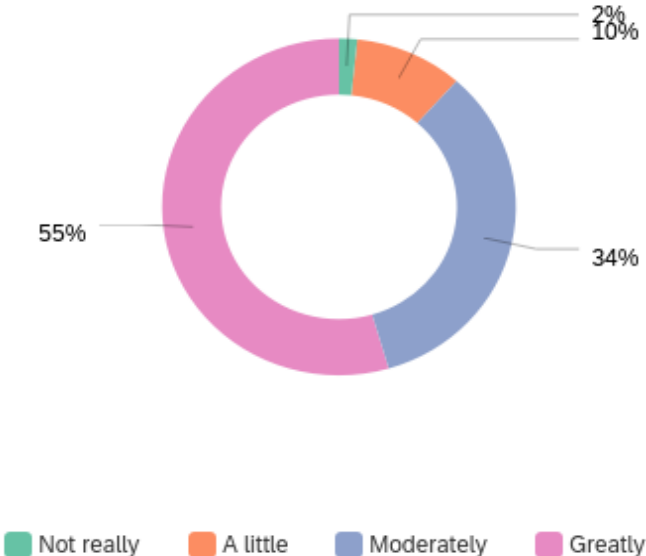




Capacity building and behaviour change

Do you feel that you know more about energy efficiency and renewable energy after participating in your local program?

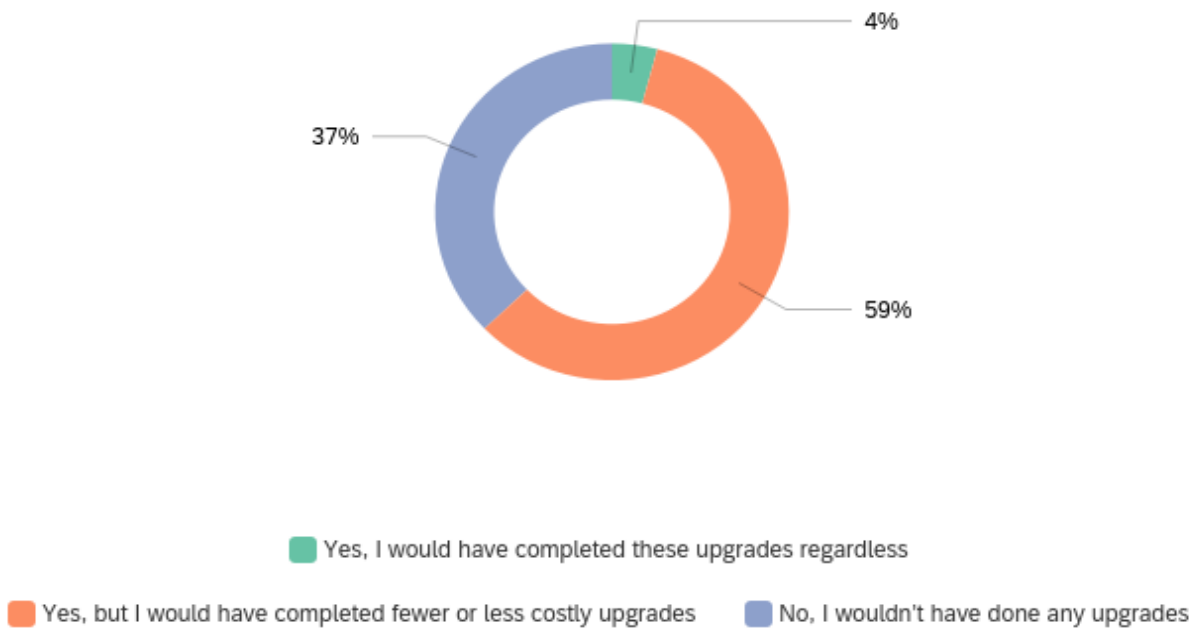
Most of the respondents (89%) reported that they know more about energy efficiency and renewable energy after participating in their local program. Half of the respondents (55%) reported great increase of knowledge, 34% reported moderate increase and 10% a little increase.



Financing trade-offs and alternatives

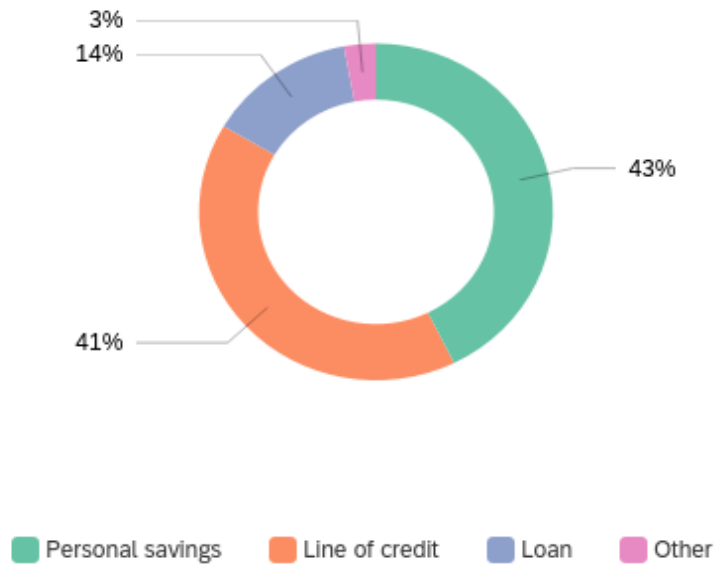
If you had not received the financing from your local program to cover the cost of energy efficiency or renewable energy upgrades, would you have still completed this work?

Over half of the respondents (59%) would have completed fewer or less costly upgrades. Over three in ten respondents (37%) indicated they would not have done any upgrades. A few respondents (4%) reported they would have completed these upgrades regardless.



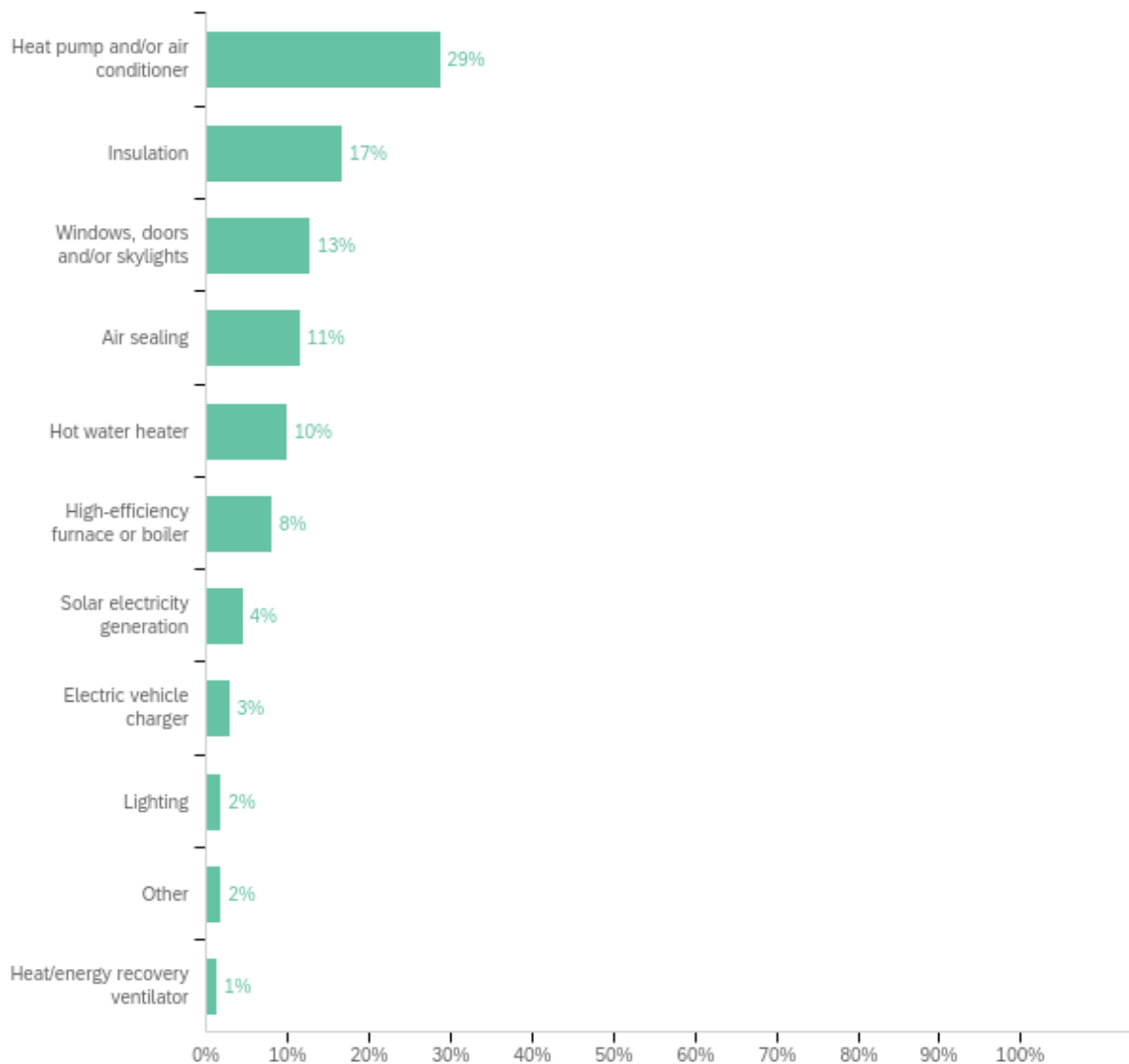
How would you have financed these upgrades without the local program? (Please select all that apply)

Over four in ten respondents (43%) would have financed these upgrades with personal savings. Four in ten (41%) would have financed through the line of credit while 14% would have taken a loan and 3% home refinancing.



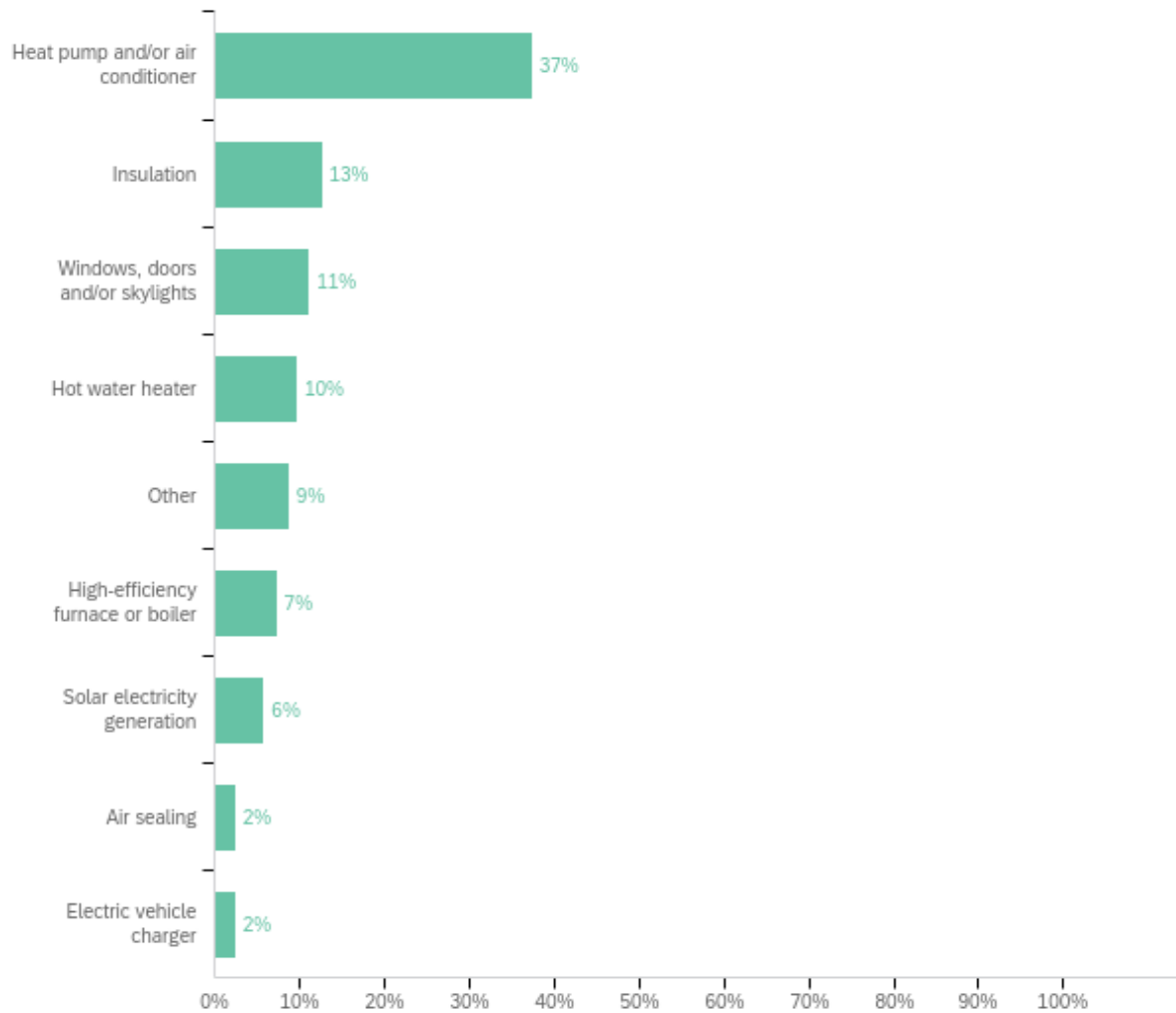
Which improvements did you make to your home? (Please select all that apply)

Almost one in three (29%) respondents improved their heat pump and/or air conditioner, while 17% improved their insulation. More than one in ten (13%) improved windows, doors and/or skylights while 11% improved air sealing. The remaining improved their hot water heater (10%), high-efficiency furnace or boiler(8%), solar electric charger (4%), electric vehicle charger (3%), lighting (2%), heat/energy recovery ventilator (1%). A few respondents (2%) indicated that they upgraded their electrical panel, Heat pump hot water heater and installed new roof, solar panels and car charger.



Did you make any improvements to your home that you would not have considered without your local financing program? (Please select all that apply)

Almost four in ten respondents (37%) improved their heat pump and/or air conditioner that they would have not considered without their local financing program. Respondents made improvements in their insulation (13%), in their windows, doors and/or skylights (11%), their hot water heater (10%), 7% in high-efficiency furnace or boiler, in solar electricity generation (6%), in air sealing (2%) and in Electric vehicle charger (2%). A few other respondents (9%) indicated that they made improvements in their electrical panel upgrades, heat pump hot water heater, smart thermostat, electric furnace with a hot water radiator set up.



Overall satisfaction

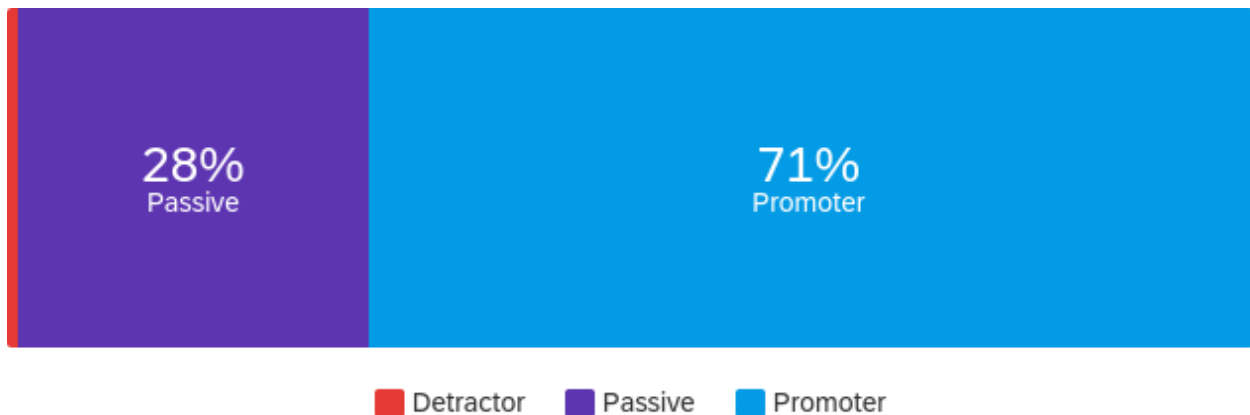
Overall, how satisfied are you with Better Homes Kingston Program?

The Net Promoter Score (NPS) is **70%**

Promoters (scale points 9 and 10): Promoters (71%) are respondents who are very satisfied with the program.

Passives (scale points 7 and 8): Passives (28%) are respondents who are generally satisfied participants but lack the enthusiasm of promoters.

Detractors (scale points 0 to 6): Detractors (1%) are respondents who are dissatisfied with the program.



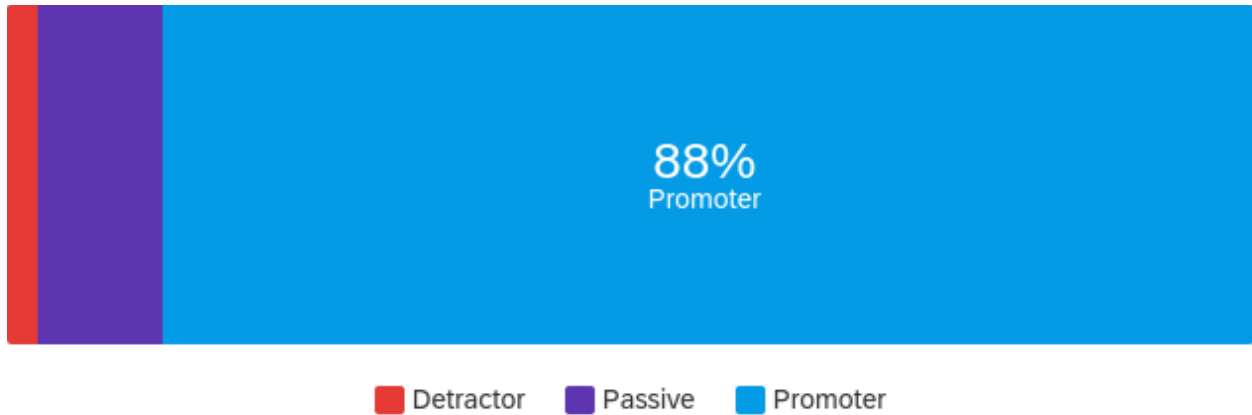
Overall, how likely are you to recommend the Better Homes Kingston Program to a friend, neighbour or colleague?

The Net Promoter Score (NPS) is **86%**

Promoters (scale points 9 and 10): Promoters (88%) are respondents who are very likely to recommend the program to a friend, neighbour or colleague.

Passives (scale points 7 and 8): Passives (10%) are respondents who are likely to recommend the program to a friend, neighbour or colleague but lack the enthusiasm of promoters.

Detractors (scale points 0 to 6): Detractors (2%) are respondents who are unlikely to recommend the program to a friend, neighbour or colleague.



Is there any additional feedback you would like to provide? Please tell us anything else about your experience with your local program that you would like to share.

Thanks for all the help and the financing to make it possible!
Great program
Maybe screen the contractors on the list more strictly.
Appreciated the support provided by the BHK team.
Energy Coach Team and City Staff extremely helpful in managing the program and the Federal program
Everyone we had contact with from the City of Kingston and Sustainable Kingston was remarkable! They were quick to respond, extremely helpful, and gave us a much better understanding of energy efficiency, our home, and what options were available. We could not be happier with the Better Home Kingston initiative!
We are very glad about the program, it has improved our living a lot in many ways. We have shared with others whenever there's a chance, hope it will continue to help others. Thank you very much.
Great experience. Definitely a learning curve but the team was very knowledgeable, responsive, and patient throughout the process!
Great program and service. Very appreciative.
Advisors were great!
Our experience with the program has been excellent and we are very appreciative of the ongoing and accessible support offered by the program staff.
The Better Homes Heat Pump Retrofit Program felt like a very long and complicated process, but feels at this time that it was very much worth the effort. In general, we are very satisfied with our upgrades and piece of mind in reducing our carbon footprint at the present time and into the future years.

<p>confusion between applying in two places federal and local..</p>
<p>I was very lucky that my windows contractor mentioned the program when he came to give me a quote. I wasn't aware of it.</p>
<p>Well done, glad that Kingston had such a program. Nice touch with Energy Coaches to guide us through the maze.</p>
<p>Incredible job! Thank you for being so supportive!</p>
<p>The advice from the energy coach and from the energy audit person didn't always align, which made it confusing at the end as we were trying to tie everything up</p>
<p>The program works well. however i think basing the \$ available on the Mpac assessment may be wrong may want to look at other factors as in this case 17k was less then a 3rd of the upgrades completed.</p>
<p>This is a great program which allowed me to make energy efficient upgrades to my home which I otherwise would not have been able to put in place. The energy advisors were very helpful as was the energy auditor who assessed my home. Everyone was very professional and I would not be able to have lived in my home during the heat wave without the changes I made.</p>
<p>Thank you for the good work. The support from staff was great. The only major flaw is the out of pocket part which means it is not accessible to everyone. I was only able to do it with help.</p>
<p>The time it took to complete this was long and stressful at times. As we needed to coordinate all projects around the same time to avoid high financial charges. Coordination of multiple contractors is extremely difficult. If we could have had payment available for each project upon completion, that would have relieved some stress. Also, communications between energy advisor, energy coach and myself seemed to be a little disconnected. I found I needed to reach out to individually at times to complete similar tasks. This was not made clear to me at a few steps in the process. Overall, it has been a great success. Thank you all so much.</p>
<p>Additional information on the repayment and amortization of the loan would be greatly useful. At present I am still unclear on the details of the repayment amount, and any conflict or interaction it may play with my regular biweekly mortgage payment who pay my property taxes on my behalf.</p>
<p>ECM contractors were diligent, excellent and had great business ethics.</p>
<p>The list of contractors trained for the program was helpful as a starting point, but even then I had to re-request invoices from them as they did not contain all the required information.</p>
<p>We were very happy with the program and would like to thank all of the City staff and energy coaches that run it. As a comment on this survey, I note that I encountered a couple of issues that could affect the results generally: the questions regarding challenges/disadvantages that we faced (if any) does not allow you to choose "none" as an option - you have to select at least three to progress. The question that allows you to rank how significant the improvements are (big improvement, very big improvement, - or something similar to that) does not display the full options without having to scroll across the embedded box. I almost missed the options beyond "big improvement" and expect others might also. I was using an up-to-date Chrome browser with scale at 100%. Thanks!</p>
<p>thanks to Wes for all his help through the process!</p>
<p>Really excellent program. I did not initially consider solar (just wanted to replace existing ancient geothermal HP) but the consultation (that I was skeptical about) was extremely helpful (and not at all pushy) and assisted in us understanding the value/possibility of solar. Since then we have also changed one of our cars to electric to get full value out of system and are considering doing the same (at least plug in hybrid) with 2nd vehicle. Also interested in the future in hybrid hot water heater in place of gas. Thanks for your help!</p>

great program, very satisfied.
I had the heat pump installed and then insulation blown in to the crawl space. A couple of weeks later I had a heat pump issue. If anyone else does this same work, they should be told to change the filter in the furnace immediately afterward.
I recommended this to others who followed through
Everything was great, and the advisors were top notch
One of the questions asked us about what improvements we noticed, but we had a new furnace installed and are not able to assess the outcome now - during the summer months.
Wes Kerr was excellent. Very client-focused and patient. HomeSol was a challenge to book post evaluation. Navigating rebates was difficult. Still unclear how to proceed. I think HomeSol does it for me. Overall, a good program and zero interest is a huge incentive.
While the complexity of the program is understandable, having to proceed through multiple layers of administration is somewhat frustrating.
great job!
Not ideal being unable to qualify for loans if any work had started or payments made,
It was awesome
I loved this experience and our family benefited greatly. I wondering if improvements could be made to make the process more accessible for individuals who might have limits to the up-front financial requirements?
Because the program was new, there were a lot of missteps in terms of clarity about what steps I needed to take and how long it would all be. I had a lot of unnecessary meetings at the beginning, and the timeline and required steps were very unclear all throughout. Because I was also communicating with several different parties, I heard different things about what was required. I feel like I was an early applicant through the program and it seemed like a trial run. I hope it'll be smoother for others now going forward. I think the biggest hurdle with this program is that in order to partake you need to already have the resources available to cover all the costs yourself (i.e. personal savings, or access to funding). I think the program could be more clear that the onus is on the applicants to figure it all out themselves, and that the real benefit here is to relieve the long term burden of paying out interest on big loans. The program seems to be presented as a huge opportunity to support people who can't afford upgrades, but really it should be said that you will have to take on big loans and pay out interest for the duration of a pretty lengthy bureaucratic process (possibly a year+), but then you'll be able to pay off your loans. It needs to be more clear what applicants will have to pay out of pocket in terms of interest for how long before the process is complete. I get that it's not the same for every project, but even a worst cast scenario would help us to plan.
It was great
I did this survey before having a chance for a long term evaluation of effectiveness of improvements made,
Great project and very happy with the strong support and of course the funding. So glad we were auto take this on and be aboard with the city and Sustainable Kingston
Support staff (Energy Coaches)at SustainableKingston were very knowledgeable and helpful. Not sure yet about NRC Greener Homes.
I wish there was an area where home owners/renovators could discuss contractors and find people for specific upgrades.

I was kind of disappointed, after choosing and completing the top 2 recommendations for enviromental/energy savings that were suppose to bring about the most change and savings. The changes in the pre-assessment and post-assessment numbers seemed to be quite small. These changes didn't or haven't made much of a difference for the cost.
The support for the Better Homes Kingston program was great. We also applied for the Enbridge HER+ program and the Greener Homes Canada program. The Greener Homes program in particular was more difficult to navigate. It would have been helpful to have support across all programs.
Difficult to obtain financing in time to cover costs
Quick turn around time on document submission and approvals to move to the next steps in the renovation project.
It would be helpful if those administering local program also had more experience with the federal programs.
This was a very helpful incentive program and I really appreciate the funds - they helped greatly. The energy coaches were good and I could not have done it without them - there are a lot of considerations and paperwork to navigate - their help was very needed.
It would have been nice to have the ability to match loan payments with completion of work during the various stages of the program. In this case, our heat pump was installed in September, however the solar was not installed until May so we had to carry the cost of the heat pump and various installments towards the solar out of pocket.
Amazing job Soren, Cedric and team
Service providers are very knowledgeable and accessible, contrary to the federal program which is a nightmare to deal with. The one difficulty with the kingston program is the requirement to access it through the federal program.
Overall, a very good program. Support staff were excellent. We would not have made these upgrades without this program, so we are certainly grateful for it.
I found the staff very supportive, at times when I was overwhelmed with the paperwork.
More staff provided as advisors would have been helpful. At times access to this was difficult and created more delays. When accessed they were very helpful but clearly understaffed.
I worked with Wes Kerr and he was an extremely useful resource for understanding what was available to me, expected grants/funding, how to proceed with the National program etc.
This has been a great experience and we have happily shared our experience with other community members! I will be forwarding a more detailed reply shortly.
Our situation was unique in that the furnace quit just after we were approved for the program. We were extremely pleased that Better Homes allowed us to go ahead with the program which involved the installation of a heat pump and propane furnace (hybrid). Fortunately, it was not during an extended cold snap and we were able to get at least the propane furnace going in good time. Our Energy Coach was very helpful and easily accessible during the project. Steps were a bit confusing at time, but good overall.
I would have liked more information about heat pumps before buying one. Things I have learned since buying a Bosch heat pump. All Cold Climate heat pumps do not work to -28, some only work to -18. "Bosch" Heat pumps operate much differently than a regular furnace, they run constantly when outside temperatures drop below -10. Heat pumps are slow to regulate home air temperatures. Heat pumps vibrate and make a lot of noise compared to a natural gas furnace.
More advertising for program would have been helpful

It was great
I fully realize that at times during the process, I was somewhat annoying with my constant questions, and confusion. The people involved were very patient with me. I believe that the Kingston programme is a great add-on to the federal programme, and the personnel involved were very helpful. Communication with the federal programme was very unsatisfactory. Communication with the Kingston programme was excellent
Everything about the program went well except for the initial applications to get the program started. I had 2 zoom chat meetings with Cedric last spring and he was very knowledgeable and helpful. Whoever else I was dealing with submitting quotes and all the required documents before I could start the program was not as helpful. I would wait 3 or 4 weeks at times before I would have to email again to ask what else was required of me before I could start the work. This delayed the start date to late October and considering the amount of work that needed to be completed our furnace and heat pump did not get installed until January. I already removed the baseboard heaters in order to instal the duct work so needless to say with only our wood stove the house was on the chilly side.
Excellent program, I'm glad I participated
I already mentioned the long wait period in getting the initial go-ahead in place, but otherwise, everyone was helpful and friendly. It seems the final payment will be forthcoming shortly, which is good because some contractors are small businesses and they are accustomed to being paid once is completed. They also require a 50% down payment. As it happens, we only had one contractor with this issue, but I just feel that aspect was a challenge.
The energy coach was extremely helpful in walking through the program, discussing evaluating more complicated upgrades such as solar panel installation, and navigating the process. This knowledge I found in much more limited amounts when it came to the vendors and Energy Advisor, and it was very helpful to have the coach.
The form "notice to proceed" needs the language changed asap. It is not permission to proceed with renovations, so is the INCORRECT LANGUAGE to use on the form. Request to proceed would be more accurate. Our windows were not covered due to they did not meet the standard of the program even though they are high efficient windows this was not explained before hand and lead to an expensive mistake. The whole thing took a year this was completely unacceptable. The whole time I was paying interest on a loan as I had to take out a loan because this program left me hanging. I would only recommend this program to someone who could afford to pay the whole thing on their own as I have low confidence in the ability of the government employees to do their jobs properly, competently or quickly. But. that's obvious because if they could, they wouldn't be working for the government would they.
The program is not very senior friendly, relying on technology many seniors do not have or know how to use. The number of steps involved in the process is overwhelming.
Team at BHK extremely helpful.
The Team at Better Home Kingston has been great to deal with
Amazing program and you run it exceptionally well. Thank you for your support through this
I was very appreciative of the support of Soren the manager and Cedric the energy coach; I was an early applicant and they were very responsive and helped me through the process/paperwork extensively.

<p>Not really though, I found that the survey questions were a little restrictive. In the section about improvements that we may have noticed, it is too early to tell in many of the questions or N/A would have made better sense that "no improvement".</p>
<p>I very much appreciated my conversations with the Energy Coach. He was promptly available to answer my many queries, and seemed genuinely interested in my efforts and the outcome. There was no pressure, and lots of support.</p>
<p>Nothing to add</p>
<p>The portal didn't work well, but it was nicer just to email with my Energy Coaches anyways. The most confusing part was how to GHG reduction would be calculated, but Cedric talked me through that during our online meeting. Also, booking an online meeting with the coach was a bit confusing; at one point I needed to email to get the link.</p>
<p>Overall we are very thankful for the program and the staff was very kind and helpful. Unfortunately, when we started it looked like our upgrade would qualify us for the full 5000. In the end we only qualified for 1000. It is hard to go into a project and make financial plans when you really don't know how much will be covered. Also there is a big push for solar. In the meeting it sounded like solar could really be a viable option with a loan. Even with the loan solar is still (at least for our life and budget) prohibitively expensive.</p>
<p>Very smooth process with the guidance from the Energy Advisors!</p>
<p>Very much needed program but may not be easily navigated by many seniors.</p>
<p>My sense, from this experience, is that heating contractors in Kingston are still relatively unfamiliar with heat pump technology. One contractor we contacted didn't seem to understand the technology very well at all. The one we used had to come back three times to replace parts that didn't seem to work. In the end, all is working as it should, but it took some trial and error, it appears.</p>
<p>None, fantastic program!</p>
<p>We have recommended the BHK program to all of our friends because we had such a positive experience with the energy coaches, the amount of funding made available by the City, and the speed in which our file was handled. WELL DONE&gt;</p>
<p>We qualified for the maximum loan amount, which was great! We found it a bit challenging to juggle the various project timelines and billing dates to avoid having to pay out of pocket for long periods of time. Being able to access funds by project would have helped with this issue (understanding that it is more tracking on the back end). Being able to access funds for solar panels would also be great (I'm not sure if we can re-qualify for the government program now that we've done our heat pump). It also wasn't clear to us at first that our home would qualify, we thought it was a program only for older homes.</p>
<p>We always talked with very knowledgeable and caring people. Very helpful in walking us through the whole process and finding ways to assist us financially. We would not have done this upgrade, had we not had support from the city.</p>
<p>We feel the Better Homes Kingston team is outstanding! This is likely why the city has run out of money more quickly than expected; all the participants are raving about the program to friends and neighbours!</p>
<p>Now that the first round of applications has gone through the process, I'd like to see improvements to the information provided on the program website based on feedback from users, energy coaches, and the program manager.</p>
<p>All good</p>

<p>Excellent program!! Coaches so helpful and incentives inspired us to do more with energy conservation. We are very happy with the program!!! Well done!!</p>
<p>Soren and the team was simply excellent at helping us navigate through the program. They were always available to answer the phone, respond to calls, and help us understand how to make the applications and the next steps. I think this is absolutely crucial (a number of helpful staff to deal with in person) because the administration burden of the grant program is quite high and, at times, disorientating. I have thought about it, and while the instructions might be made a little bit clearer, the truth is that when dealing with this kind of bureaucracy there is no easy way. I also understand why there are numerous steps because of legal and city requirements. You are also limited by the City of Kingston website design, which is not amazing. Overall, full marks (A+), because without your support, the experience would have been very hard. You made it easy and congrats to you. I have two small suggestions. The first is that you ask the City to set you up with an automatic response that assigns a tracking number of emails sent. At times, I sent in documents, and were not sure if they had been received; I believe we chatted about the size of the files being blocked by the email program. If I had received a ticket number, I think, it would have been easier to follow up on this and not where in the processing stage it was at. The second tip is that you'll notice on this qualtrics survey (I am reading it in Firefox on a laptop) at one point, there are about 10 options, from very unsatisfied to extremely satisfied, I think, but if one misses the scroll across (as many users will) the 'extremely satisfied' (It might be 'extremely big improvement,' I can't recall) radial button doesn't appear. If people miss this it might crush some of your results, so you might want to make it so that all the options appear at once, without scrolling. Thanks again for this excellent and important service.</p>
<p>It would be helpful to have a flow chart of the process from beginning to end and final payment.</p>
<p>Great work, thank you very much. Here are some thoughts: (1) We still face is that we still have to pay the monthly service fees for gas despite having capped the gas connection. It would be great if Utilities Kingston would drop those charges. (2) We would love to have solar panels but cannot afford them after our retrofit. It would be great if there was a solar company that installs solar panels on your home for no money down, and the house owner pays a monthly rate for the clean energy those panels produce. I think there are some options now available (e.g. https://freeontariosolar.com/) and I will start looking into it. I recommend that you help disseminate such information.</p>
<p>The mayor should not have to sign all loan agreements.</p>
<p>No thank you</p>
<p>This was a wonderful program! We are very grateful to the City of Kingston for this opportunity. A special thank you to Cedric for all of his assistance.</p>
<p>I have a line of credit that I paid the contractor out of. Without a line of credit I could not have done this. There is a long delay from paying the contractors until reimbursement. Maybe this would be a barrier to others who want to be part of this program.</p>
<p>Can't say enough good things about the program and the team that runs it. Very positive experience!</p>
<p>Inspite of the initial flood of interest in your program and difficulty getting and training staff, the program is doing an excellent job of supporting applicants throughout the whole process. It is a great initiative and makes us proud to live in Kingston. Thank you.</p>
<p>Extremely knowledgeable staff, Very quick return on any inquiries/clarifications needed,</p>
<p>You need time to embark on these upgrades so it pays to plan ahead and start well before you think you have to.</p>

Website did not function or provide forms as instructed. Relied heavily on Energy Coach sessions to obtain forms, receive guidance, and instruction along the way. Energy Coach provided an immense amount of help in achieving project completion. Ran into a handful of administrative issues throughout, however in time these were successfully resolved. Thanks again!

Overall I was grateful for the help and money, though I think the number and length of the meetings was excessive.

Understanding energy use of your home is quite technical and navigating the available funding for energy retrofits can be complicated. Energy retrofits are expensive and the current supply chain challenges have driven costs up significantly. I am so proud that my City offers this type of financing and incentive program and that they provide the services of an Energy coach but I think this whole process is still very daunting. It would be good to provide additional resources for people who cannot easily grasp the technical concepts or afford the energy retrofits.

I think there should always be an incentive part of the program; third-party funding is important as well, but a bit of incentive really helps.

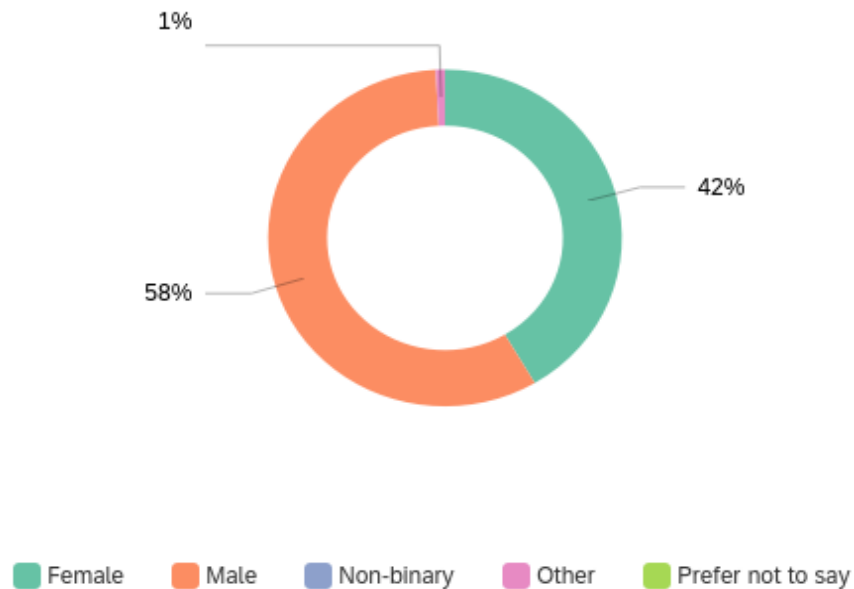
Carefully read emails and attachments. Do not auto reply without understanding what client's are asking. Is there a way on your end that you are tracking client's progress? I have a friend at the early stages of the program and is also struggling with how her questions are answers.

great programme. I would have reduced the maximum amount available for an interest free loan from \$40K so more people could access the programme.

Demographics

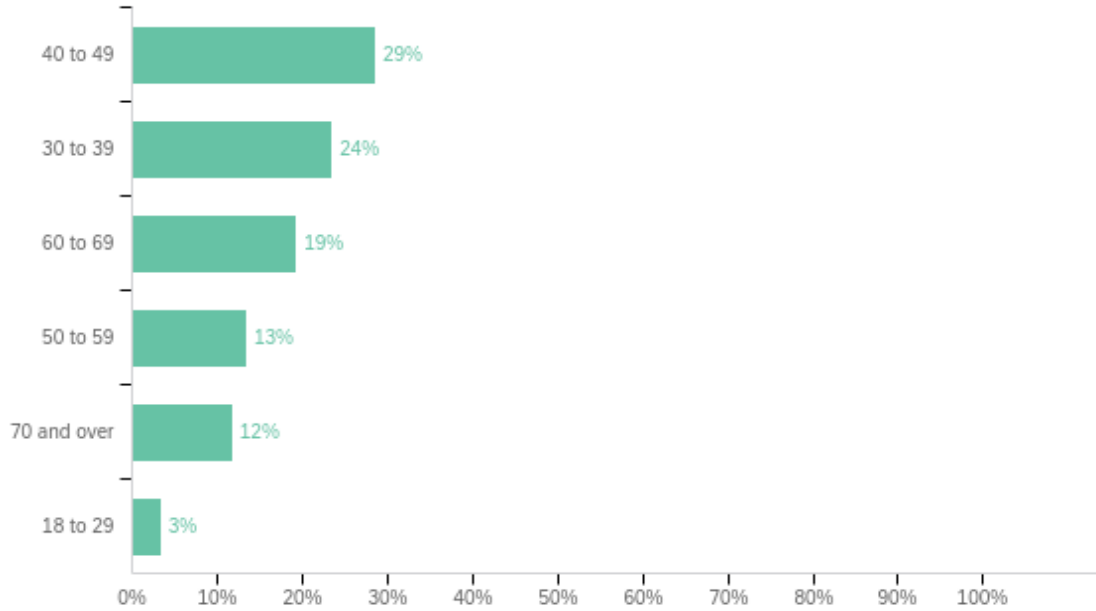
Which of the following best describes your gender?

Over half of respondents (58%) describe their gender as male. About four in ten respondents (42%) describe their gender as female.



What is your age range?

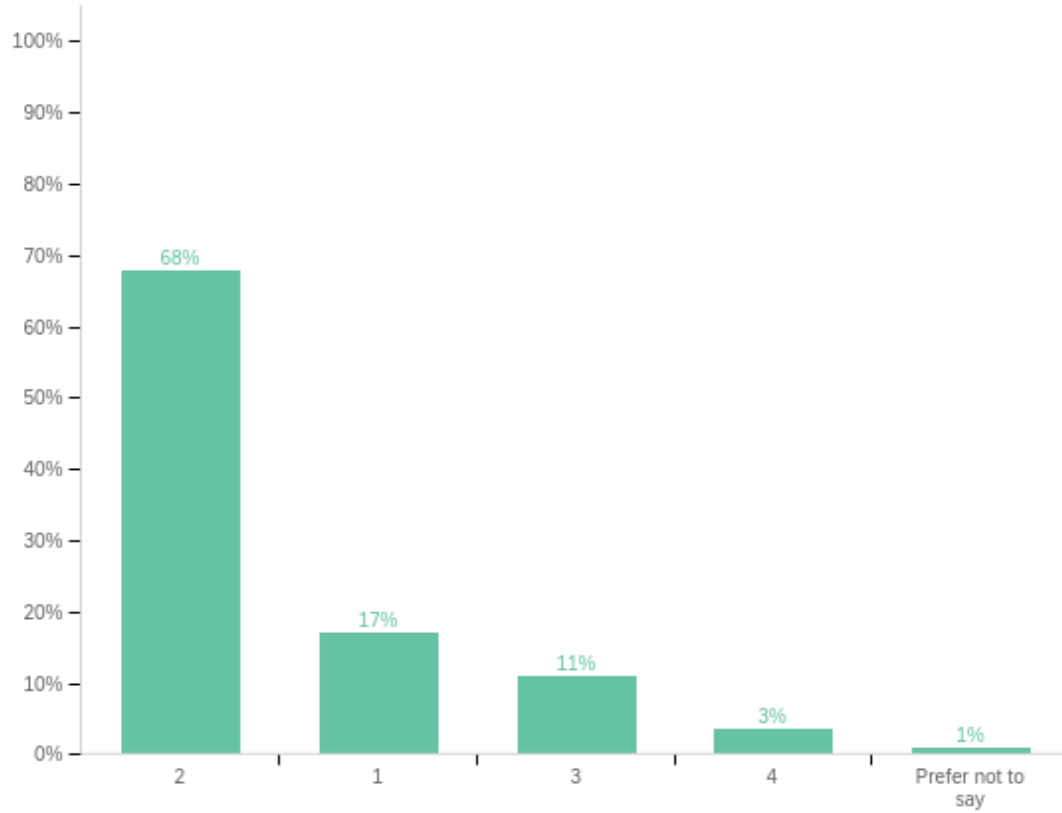
Two in ten respondents (24%) ranged their age from 30 to 39 years, while 29% respondents reported their ages range from 40 to 49 years. Another two-tenths (19%) ranged their age from 60 to 69 years while 13% aged from 50 to 59 years old, 12% from 70 and over. A few respondents (3%) aged from 18 to 29 years old.



Including yourself, how many people currently live in your household?

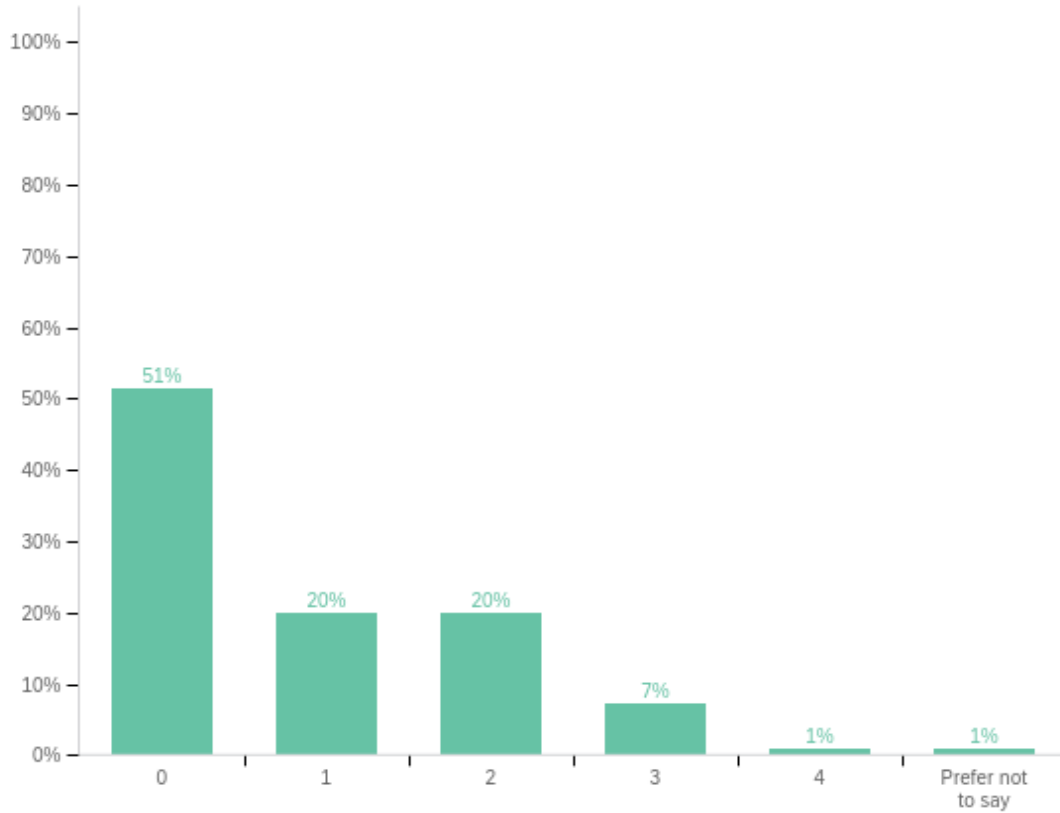
A. Adults 18 and older

Seven in ten respondents (68%) have 2 adults of 18 years and older currently living in their households, while 11% respondents have 3 adults living in their household. On the other hand, over one in ten respondents (17%) have 1 adult living in their household while 3% have 4 adults living in their household.



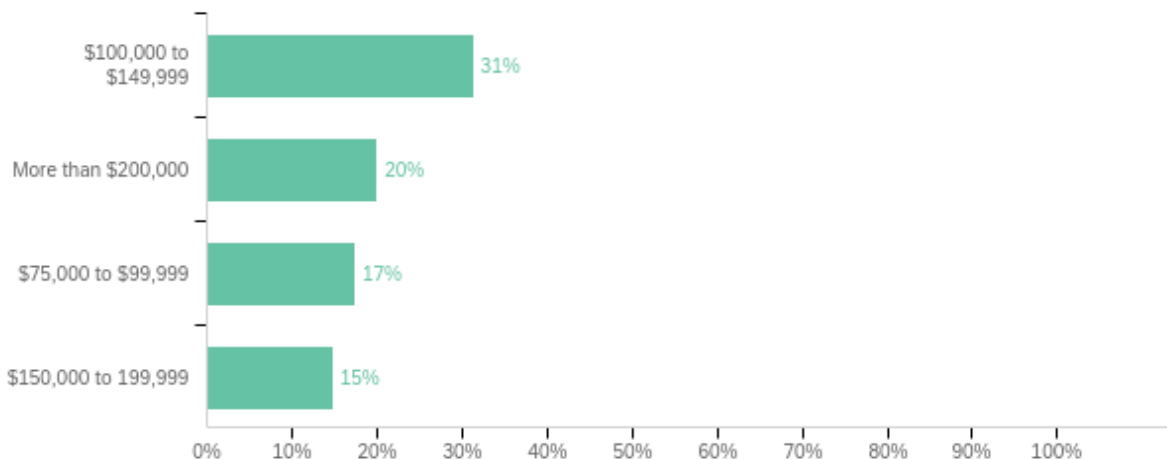
B. Children under the age of 18

Half of respondents (51%) reported they have no children under the age of 18 currently living in their household, while (20%) have 1 child, 20% reported 2 children. A few respondents (3%) reported 3 children while a few other (1%) reported 4 children living in their household.



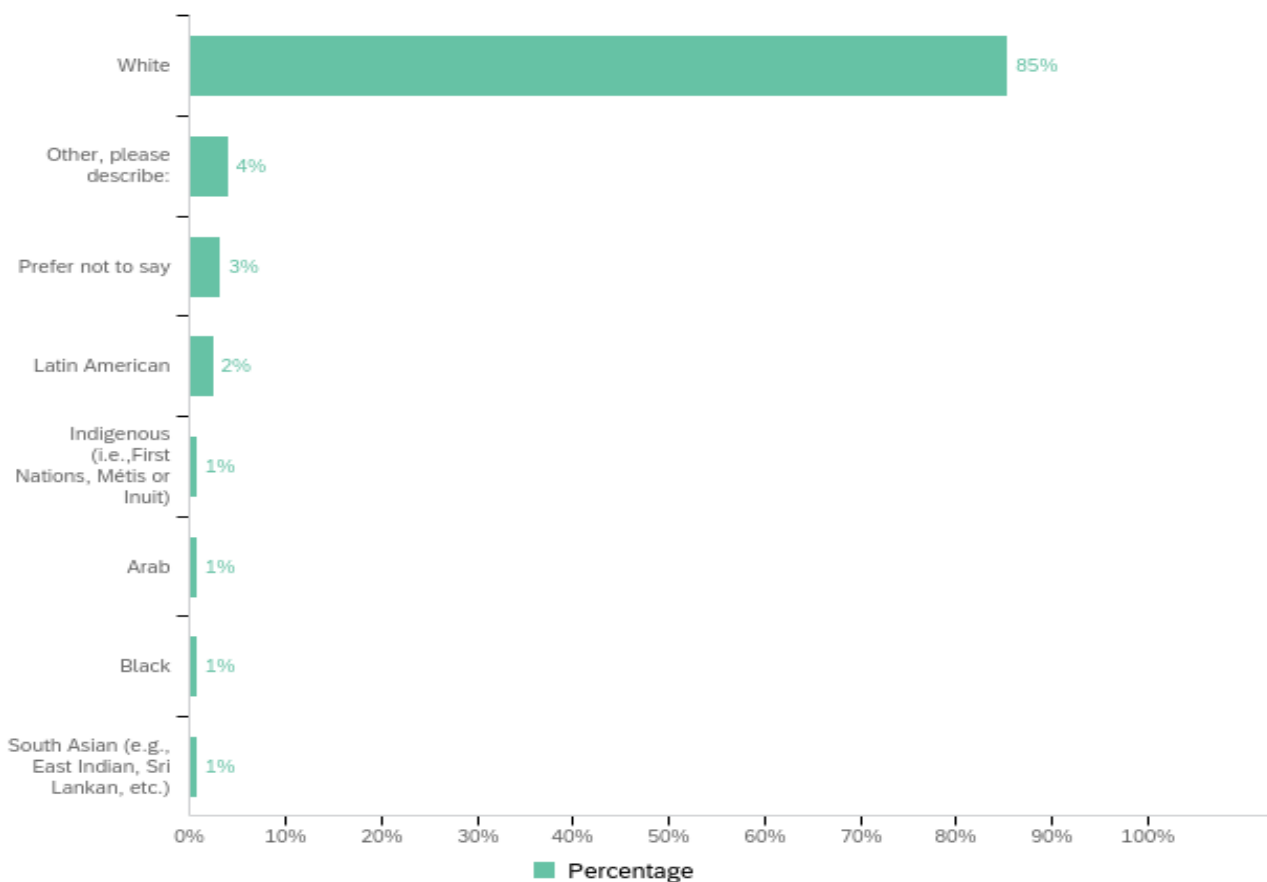
Please select the category that best describes your total household income last year before taxes.

One quarter of respondents (31%) describe their total household income from \$100,000 to \$149,999 while 17% reported household income from \$75,000 to \$99,999 last year before taxes. On the other hand, over a third of respondents (35%) reported a household income from \$150,000 to more than \$200,000.



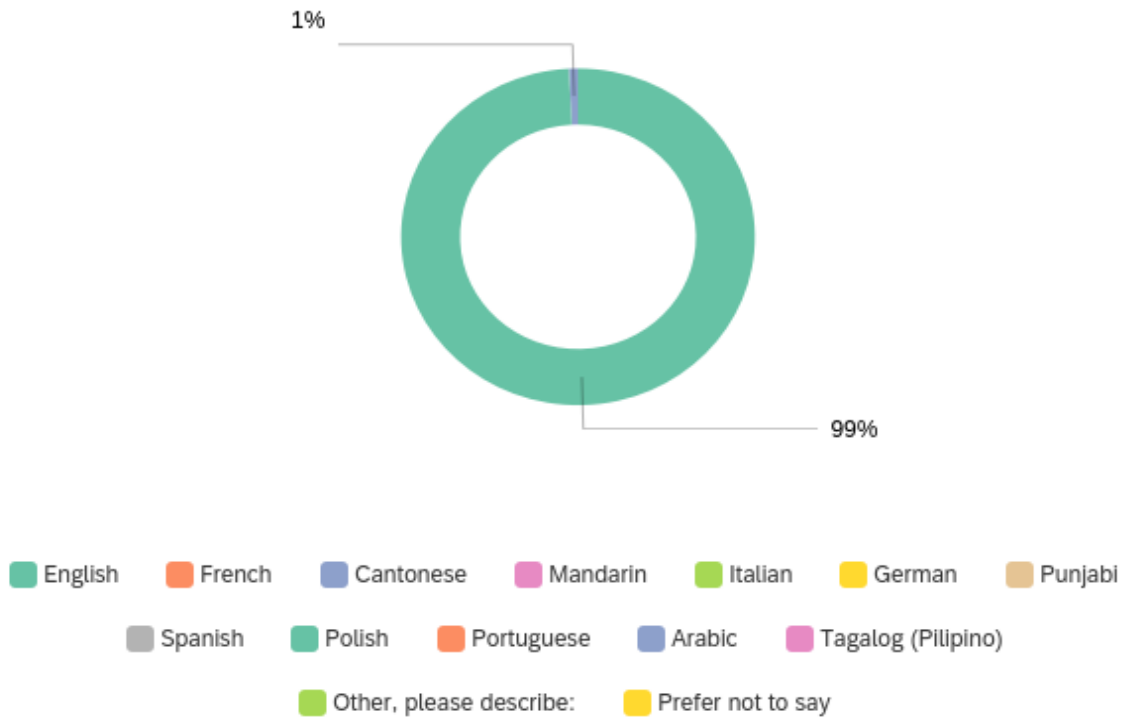
Which of the following best describes your ethnicity?

Most of the respondents (85%) are white, while 4% described themselves as German, Irish, English, French Canadian, Jewish and Caucasian European. The remainder (6%) describes equally their ethnicity as Indigenous (1%), Arab (1%), Black (1%) and South Asian (1%).



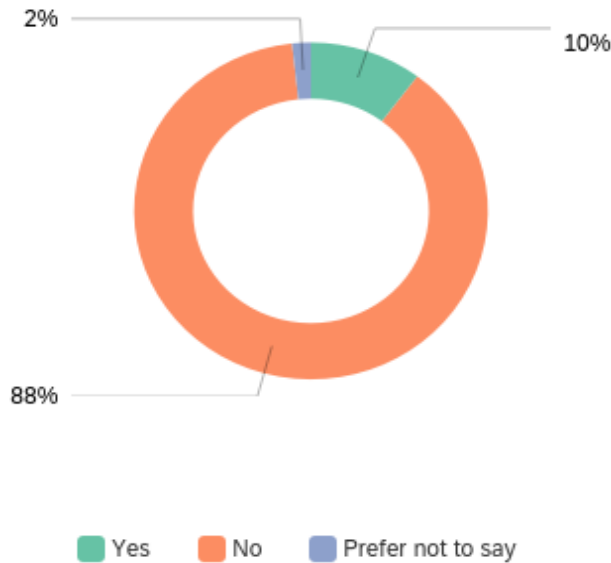
What is the language in which you prefer to receive information regarding home energy upgrades?

Most of the respondents (99%) prefer to receive information regarding home energy upgrades in English.



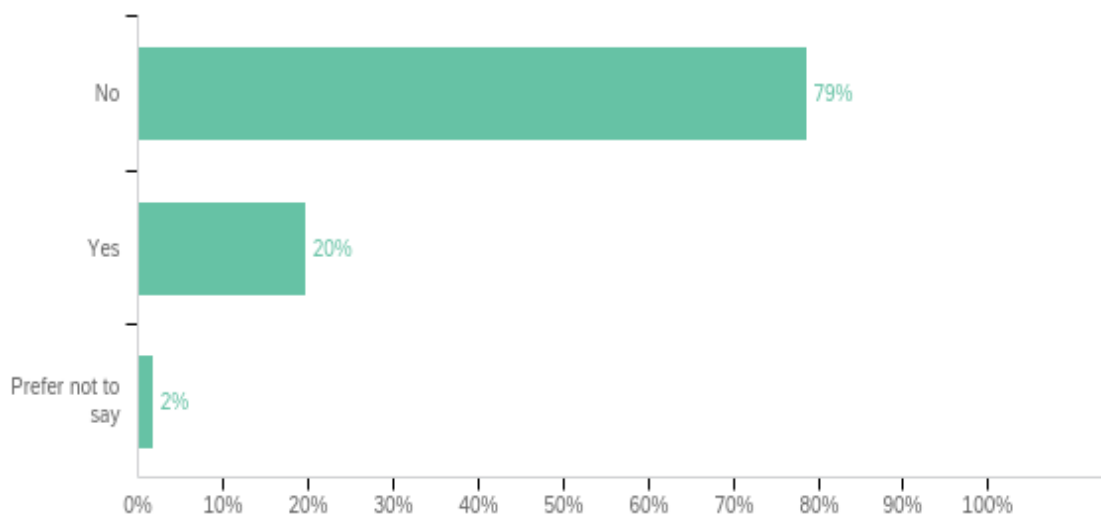
Do you identify as a person with a disability?

About eight in ten respondents (88%) do not identify themselves as a person with a disability, while 10% identify as a person with a disability and 2% prefer not to say.



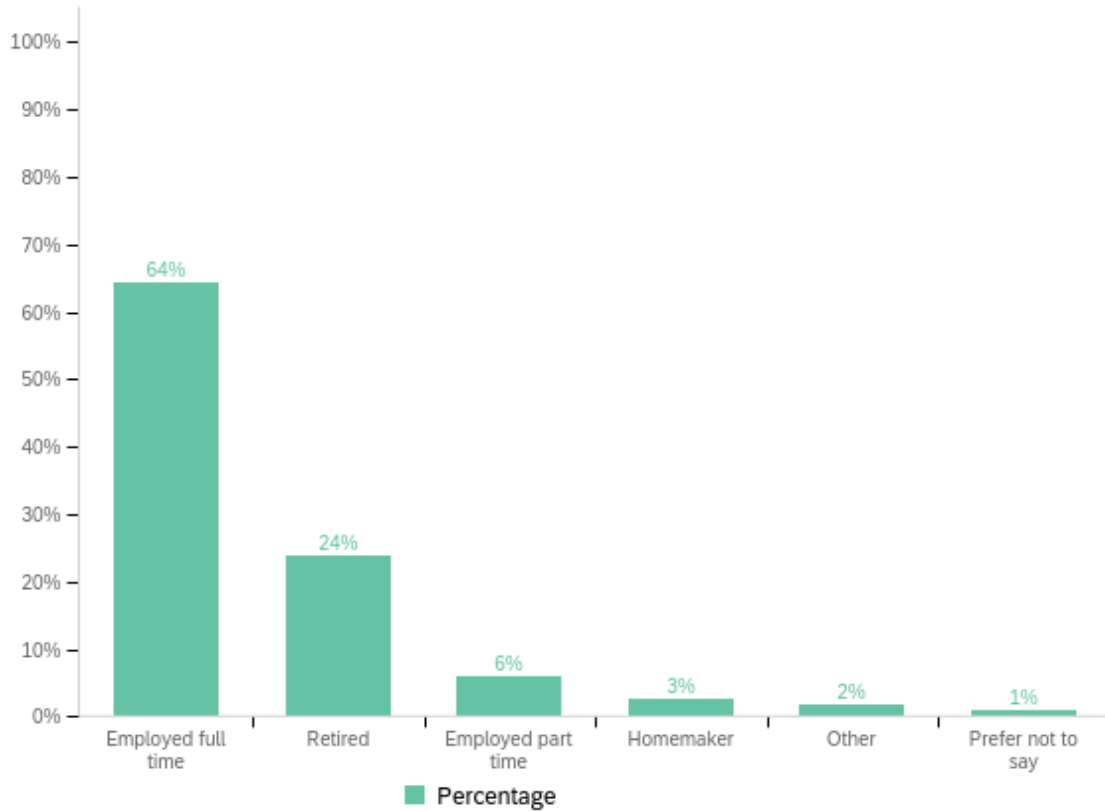
Are you now, or have you ever been, a landed immigrant in Canada? (Persons who are either Canadian citizens by birth or non-permanent residents are not landed immigrants.)

About eight in ten respondents (79%) are not landed immigrant, while 20% identified as landed immigrant.



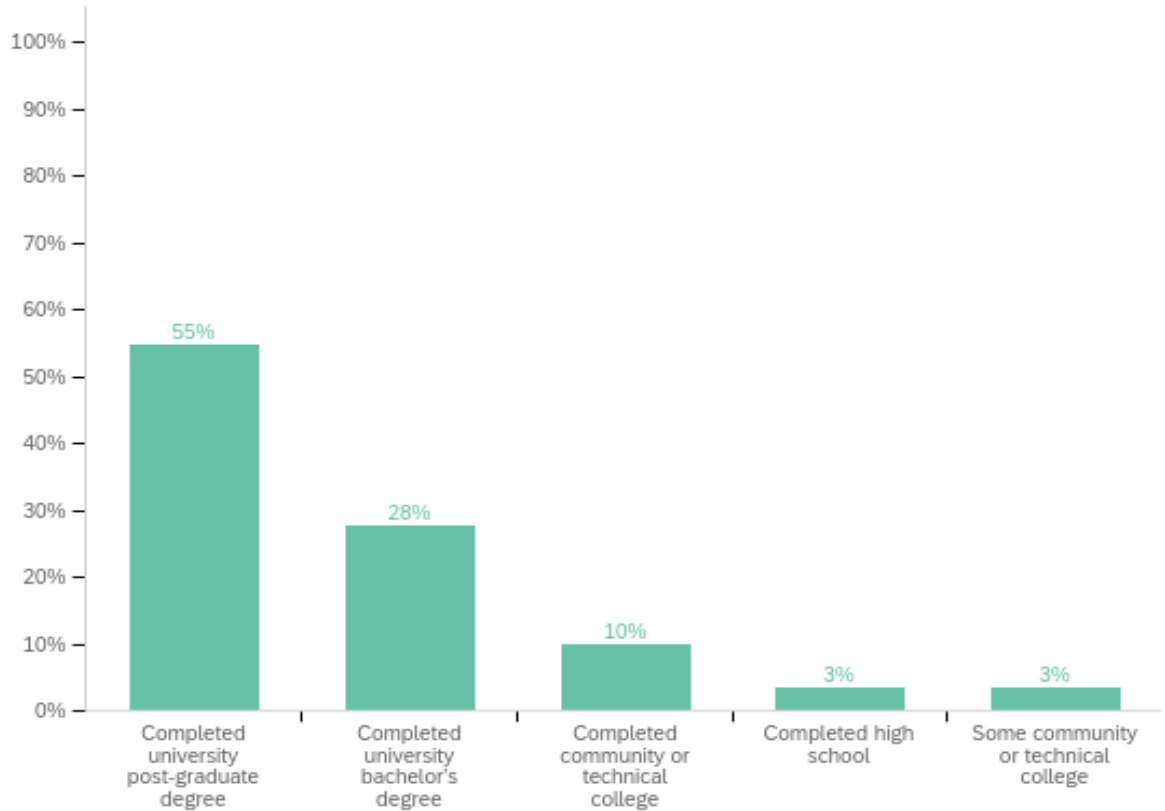
Which of the following best describes your current employment status?

Six in ten respondents (64%) are employed full time, while 24% are retired. The remaining respondents (11%) are either employed part-time (6%), homemaker (3%) or other (2%).



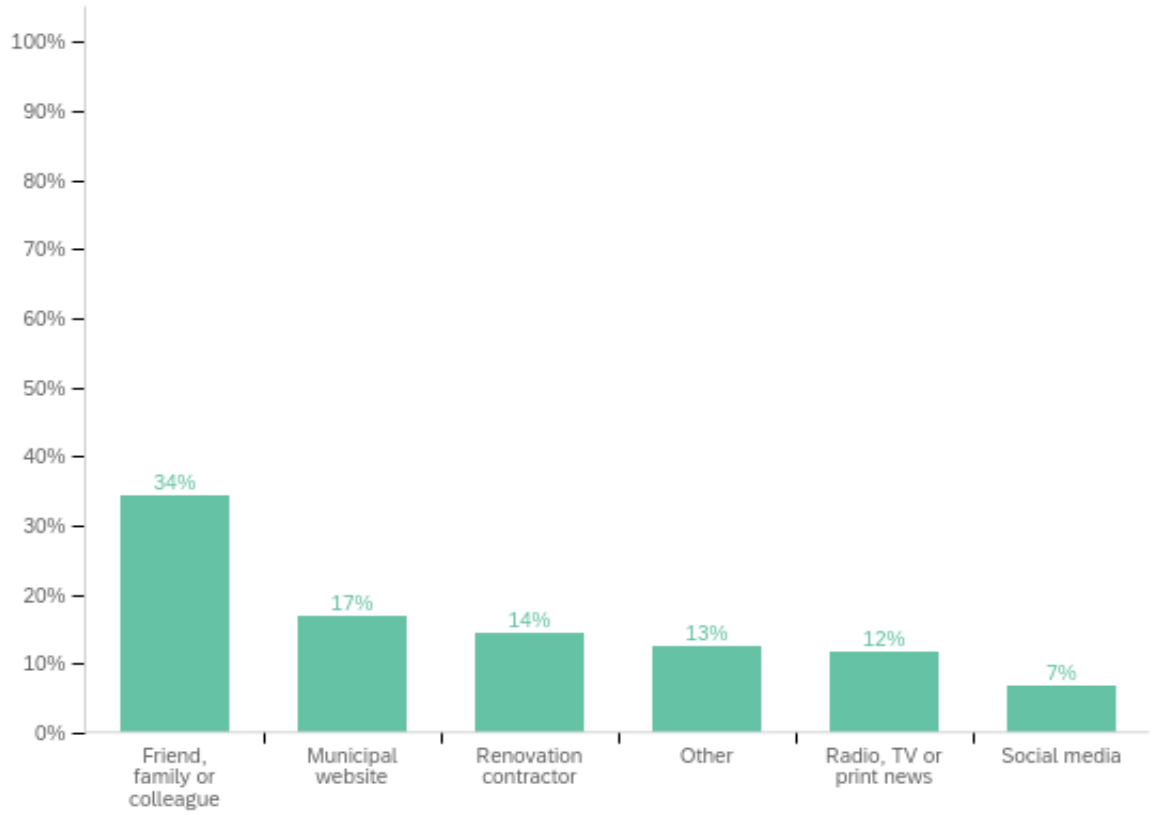
What is the highest level of education you have completed?

Half of the respondents (55%) completed university post-graduate degree, while 28% completed university bachelor's degree. Some respondents (10%) completed community or technical college while 3% completed some community or technical college. A few respondents (3%) completed high school.



How did you hear about the local program?

Over three in ten respondents (34%) heard about the local program through a friend, family or colleague, while 17% indicated municipal website and 14% reported renovation contractor. Over one in ten (12%) indicated radio, TV or print news. A few respondents (7%) mentioned social media. Some respondents (13%) heard about the local program through roadside signs, salesman for air-conditioning company and Sustainable Kingston, sign at the Memorial Centre and their neighbourhood.



Annexes

Screening question - Has an energy advisor completed a post-renovation EnerGuide evaluation at your home?

Answer	%	Count
Yes	99%	121
No	1%	1
Total	100%	122

What is your level of satisfaction with the following services you accessed through your local program?

#	Question	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied	Not applicable	Total
1	1. Home energy evaluation performed by the energy advisor	2%	1%	2%	21%	74%	0%	121
2	2. Support from program staff throughout the home upgrade process	2%	1%	2%	14%	80%	1%	121
3	3. Renovation contractor(s) who performed work at	2%	0%	4%	32%	60%	2%	121

	your home													
4	4 Financing made available to you for home upgrades	2%	2	2%	2	4%	5	18%	22	71%	86	3%	4	121

How helpful did you find the Energy Coach services to be throughout your participation in the Better Homes Kingston Program?

#	Answer	%	Count
5	Very helpful	39%	47
3	Slightly helpful	2%	2
2	Not at all helpful	1%	1
4	Moderately helpful	8%	10
19	Extremely helpful	50%	61
	Total	100%	121

Below you'll see a list of things that may have affected the outcome of your home energy project. Please rank them in order from the factor that had greatest impact on the successful completion of the project to the one that had the least.

#	Question	1	2	3	4	5	Total					
1	Customer care provided by the program staff	21%	25	26%	31	30%	36	18%	22	6%	7	121
2	Assistance with understanding and applying for available incentives/rebates	29%	35	32%	39	25%	30	12%	15	2%	2	121
3	Having a list of contractors to choose from	2%	2	7%	8	15%	18	24%	29	53%	64	121
4	Financing made available to me through my financial institution, utility company or municipality	45%	54	17%	20	15%	18	10%	12	14%	17	121
5	Variety of upgrades available through the program	4%	5	19%	23	16%	19	36%	43	26%	31	121

Which of the following challenges or barriers, if any, did you face during your home energy upgrade project? Select up to three options. (If you experienced more than three challenges, please just tell us what the three biggest challenges were.)

#	Answer	%	Count
3	Upgrades I wanted to complete were not supported	3%	10
7	Program website was not easy to use	8%	30
2	Program eligibility and requirements were unclear	9%	33
10	Other	13%	47
9	None	11%	41

4	Maximum amount for financing was not enough to cover my entire project	9%	35
6	Limited availability of/access to home renovation contractors	12%	44
5	Limited availability of/access to energy advisors	3%	12
8	Having to pay contractors out-of-pocket	22%	82
1	Application forms were not easy to follow	9%	35
	Total	100%	369

How much of an improvement have you experienced in your home after completing energy efficiency upgrade(s)?

#	Question	Moderate improvement		Big improvement		Very big improvement		To so on to tel l		No improvement		Slight improvement		Not applicable		Total
1	Comfort related to indoor temperature and reduced drafts	30.58%	37	33.88%	41	18.18%	22	4.96%	6	3.31%	4	6.61%	8	2.48%	3	121
2	Indoor humidity levels	24.79%	30	22.31%	27	5.79%	7	11.57%	14	16.53%	20	9.09%	11	9.92%	12	121
3	Indoor air quality	23.14%	28	13.22%	16	10.74%	13	9.09%	11	19.83%	24	13.22%	16	10.74%	13	121
4	Noise from outside the house	16.53%	20	10.74%	13	3.31%	4	5.79%	7	37.19%	45	10.74%	13	15.70%	19	121
5	Sense of durability and security	28.93%	35	28.93%	35	14.05%	17	8.26%	10	4.96%	6	8.26%	10	6.61%	8	121
6	Reduction in energy use	16.53%	20	31.40%	38	18.18%	22	23.14%	27	3.31%	4	8.26%	10	0.00%	0	121

7	Energy cost savings	17.36%	21	20.66%	25	9.92%	12	33.06%	40	9.09%	11	9.92%	12	0.00%	0	121
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Do you feel that you know more about energy efficiency and renewable energy after participating in your local program?

#	Answer	%	Count
1	Not really	2%	2
2	A little	10%	12
3	Moderately	34%	41
4	Greatly	55%	66
	Total	100%	121

If you had not received the financing from your local program to cover the cost of energy efficiency or renewable energy upgrades, would you have still completed this work?

#	Answer	%	Count
2	Yes, I would have completed these upgrades regardless	4.13%	5
3	Yes, but I would have completed fewer or less costly upgrades	58.68%	71
4	No, I wouldn't have done any upgrades	37.19%	45
	Total	100%	121

How would you have financed these upgrades without the local program?
(Please select all that apply)

#	Answer	%	Count
1	Personal savings	43%	
4	Other	3%	
3	Loan	14%	
2	Line of credit	41%	
	Total	103	

Which improvements did you make to your home? (Please select all that apply)

#	Answer	%	Count
1	Windows, doors and/or skylights	12.79%	49
2	Water conservation	0.00%	0
3	Solar thermal	0.00%	0
4	Solar electricity generation	4.44%	17
5	Other	1.83%	7
6	Lighting	1.83%	7
7	Insulation	16.71%	64
8	Hot water heater	9.92%	38
9	High-efficiency furnace or boiler	8.09%	31
10	Heat pump and/or air conditioner	28.72%	110
11	Heat/energy recovery ventilator	1.31%	5
12	Electric vehicle charger	2.87%	11
13	Air sealing	11.49%	44
	Total	100%	383

Did you make any improvements to your home that you would not have considered without your local financing program? (Please select all that apply)

#	Answer	%	Count
1	Insulation	12.62%	26
2	Air sealing	2.43%	5
3	High-efficiency furnace or boiler	7.28%	15
4	Hot water heater	9.71%	20
5	Heat pump and/or air conditioner	37.38%	77
6	Heat/energy recovery ventilator	0.49%	1
7	Lighting	0.97%	2
8	Windows, doors and/or skylights	11.17%	23
9	Solar electricity generation	5.83%	12
10	Solar thermal	0.00%	0
11	Electric vehicle charger	2.43%	5
12	Water conservation	0.97%	2
13	Other	8.74%	18
	Total	100%	206

Demographics

Which of the following best describes your gender?

#	Answer	%	Count
1	Female	42%	49
2	Male	58%	68
3	Non-binary	0%	0
4	Other	1%	1
5	Prefer not to say	0%	0
	Total	100%	118

What is your age range?

#	Answer	%	Count
1	18 to 29	3%	4
2	30 to 39	24%	28
3	40 to 49	29%	34
4	50 to 59	13%	16
5	60 to 69	19%	23
6	70 and over	12%	14
7	Prefer not to say	0%	0
	Total	100%	119

Adults at home - Including yourself, how many adults currently live in your household? Adults 18 and older

#	Answer	%	Count
9	Prefer not to say	1%	1
8	More than 7	0%	0
7	7	0%	0
6	6	0%	0
5	5	0%	0
4	4	3%	4
3	3	11%	13
2	2	68%	80
1	1	17%	20
	Total	100%	118

**Children at home - How many children currently live in your household?
Children under the age of 18**

#	Answer	%	Count
0	0	51%	57
1	1	20%	22
2	2	20%	22
3	3	7%	8
4	4	1%	1
5	5	0%	0
6	6	0%	0
7	7	0%	0
8	More than 7	0%	0
9	Prefer not to say	1%	1
	Total	100%	111

Please select the category that best describes your total household income last year before taxes.

#	Answer	%	Count
6	\$150,000 to 199,999	15%	17
5	\$100,000 to \$149,999	31%	36
4	\$75,000 to \$99,999	17%	20
3	\$50,000 to \$74,999	13%	15
2	\$26,000 to \$49,999	3%	3
7	More than \$200,000	20%	23
1	Less than \$26,000	1%	1
	Total	100%	115

What is the language in which you prefer to receive information regarding home energy upgrades?

#	Answer	%	Count
12	Tagalog (Pilipino)	0%	0
8	Spanish	0%	0
7	Punjabi	0%	0
14	Prefer not to say	0%	0
10	Portuguese	0%	0
9	Polish	0%	0
13	Other, please describe:	0%	0
4	Mandarin	0%	0
5	Italian	0%	0
6	German	0%	0
2	French	0%	0
1	English	99%	118
3	Cantonese	1%	1
11	Arabic	0%	0
	Total	100%	119

Do you identify as a person with a disability?

#	Answer	%	Count
1	Yes	10.26%	12
2	No	88.03%	103
3	Prefer not to say	1.71%	2
	Total	100%	117

Are you now, or have you ever been, a landed immigrant in Canada? (Persons who are either Canadian citizens by birth or non-permanent residents are not landed immigrants.)

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Are you now, or have you ever been, a landed immigrant in Canada? Persons who are either Canadian citizens by birth or non-permanent residents are not landed immigrants.	1.00	3.00	1.94	0.40	0.16	18

#	Answer	%	Count
1	Yes	20%	23
2	No	79%	92
3	Prefer not to say	2%	2
	Total	100%	117

Which of the following best describes your current employment status?

#	Answer	%	Count
4	Unemployed - not looking for work	0%	0
3	Unemployed - looking for work	1%	1
6	Retired	24%	28
8	Prefer not to say	1%	1
7	Other	2%	2
5	Homemaker	3%	3
2	Employed part time	6%	7
1	Employed full time	64%	76

	Total	100%	118
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What is the highest level of education you have completed?

#	Answer	%	Count
1	Elementary school	0.00%	0
2	Some high school	0.84%	1
3	Completed high school	3.36%	4
4	Some community or technical college	3.36%	4
5	Completed community or technical college	10.08%	12
6	Some university	0.00%	0
7	Completed university bachelor's degree	27.73%	33
8	Completed university post-graduate degree	54.62%	65
9	No schooling	0.00%	0
10	Other	0.00%	0
11	Prefer not to say	0.00%	0
	Total	100%	119

How did you hear about the local program?

#	Answer	%	Count
1	Social media	7%	8
2	Renovation contractor	14%	17
3	Radio, TV or print news	12%	14
4	Other	13%	15
5	Municipal website	17%	20
6	Friend, family or colleague	34%	41
7	Total	100%	119

