



Letter from our Board Chair

In last year's annual report, I noted that our success in 2018 would be determined, in part, by our efforts to further champion energy efficiency and to mitigate climate change.

We made significant progress toward these goals in 2018, exceeding our three-year performance targets for savings in both energy and peak demand, and helping Nova Scotians reduce CO2 emissions by one million tonnes. With support from the Province of Nova Scotia and the Government of Canada, we also expanded our range of services, enabling even more companies and customers to benefit from energy efficiency, while continuing to grow our contribution to Nova Scotia's climate change mitigation goals.

Our focus on contributing to a better world is reflected in the organization's updated Strategic Plan, which underwent a planned mid-term review in 2018. EfficiencyOne remains committed to fostering the development of a sustainable economy by continuing to build and grow programs that save customers money, support local industry and contribute to a greener Nova Scotia.

As Canada - and the world - adapts to climate change, Nova Scotia's success in using energy more efficiently will continue to yield economic, social and environmental benefits while becoming of greater

importance to the contribution Nova Scotia makes to both national and global efforts. Our next three-year plan, now before the Nova Scotia Utility and Review Board, proposes to keep Nova Scotia ahead of the curve in the delivery of efficiency programs while bringing more benefits to more people. We remain committed to earning the support of Nova Scotians for our goals to maintain and responsibly grow energy savings and CO2 emission reductions while we continue to challenge ourselves to deliver long-term benefits and cost savings to all Nova Scotians.

Keeping commitments and challenging ourselves to do more, as much as reducing energy use and saving money, have become what we do at EfficiencyOne. That is the doing of our great staff, our many partners in Nova Scotia's thriving energy efficiency sector and our customers. On behalf of my Board colleagues, I thank them all for what they are doing to make this possible and to enjoy the good things efficiency brings.

William (Bill) Lahey,

**Chair of the Board of Directors
EfficiencyOne**