



Letter from our Chief Executive Officer

Our Annual Report is a time for us to look back and celebrate the achievements of the previous year, and to reflect on what we've learned as we look ahead.

As I write this, we are in the midst of a global pandemic and our world looks - and feels - very different than it did only a few short months ago.

This is a challenging time for our organization, our partners and our customers. We, like many businesses in Nova Scotia, have had to transform the way we work overnight. We are working remotely to support our customers' and partners' needs, even while we're not able to make in-home visits and assessments. Looking forward, we know that Nova Scotians will need support to reduce their energy costs more than ever. We are committed to working with our partners to ensure our industry emerges even stronger from this crisis, and we thank all our customers for their patience and support through this unprecedented time.

As you to look through our Annual Report, you will see the incredible impact that energy efficiency had across Nova Scotia in 2019. To-date, over 400,000 Nova Scotians worked with us to reduce their energy use, saving over 1 billion dollars in energy costs and avoiding nearly 1 million tonnes of CO2 annually.

We are especially proud of our work to reduce energy poverty in Nova Scotia. In 2019 more than 1,800 low-income homeowners saw on average a 35% reduction in heating costs saving them over \$750 year; and over 700 tenants renting affordable housing saw average annual savings of \$450. To date, we have helped low-income homeowners and tenants save more than \$35 million in lifetime energy savings.

We also installed upgrades in 150 Mi'kmaq homes across Nova Scotia, with residents seeing average annual energy savings of \$700. This is the start of work that will benefit 2,400 homes in 13 Mi'kmaq communities over the next 10 years. This is the most comprehensive project of its kind in the country.

2019 was a great year for Nova Scotia's energy efficiency industry, in no small part due to our employees. I would like to thank them for their dedication and tireless efforts. Year after year they continue to impress me, and 2019 should stand as a reminder, even in tough times, that energy efficiency will continue to play a leading role in Nova Scotia's future.

Stephen MacDonald,

Chief Executive Officer