

# ZE Building Retrofit Strategy Objectives and Actions

## Attachment 2

<b>Objective: To enhance resident and building owner retrofit and energy efficiency literacy</b>				
<b>1</b> Education & Outreach	<b>Action 1.1</b>	<b>Deliver multi-sectoral and multi-lingual awareness campaign</b>	<b>Timeline</b>	<b>Status</b>
	1.1.1	Develop a centralized platform to house all building retrofit related information	2023	Complete
	1.1.2	Develop tailored communication materials to specific sectors (homeowners, tenants, property managers) and building archetype	2025	Complete
	1.1.3	Develop multi-lingual materials to ensure all members of the public can be engaged	2027	Ongoing
	1.1.4	Design a retrofit toolkit to help support residents to take actions	2026	Underway
	1.1.5	Develop messaging around fuel switching, end-of-life replacement, energy efficiency, and climate preparedness	Ongoing	Ongoing
	<b>Action 1.2</b>	<b>Retrofit City-owned buildings to lead by example</b>	<b>Timeline</b>	<b>Status</b>
	1.2.1	Accelerate the adoption of low-carbon transition plan for water and space heating systems in City-owned buildings	Ongoing	Ongoing
	1.2.2	Report greenhouse gas emissions from City-owned buildings on an annual basis	Ongoing	Ongoing
	1.2.3	Showcase success stories via awareness campaigns to lead by example	Ongoing	Ongoing
	<b>Action 1.3</b>	<b>Organize energy efficiency and retrofit demonstrations and workshops</b>	<b>Timeline</b>	<b>Status</b>
	1.3.1	Liaise with industry leaders and contractors to organize demonstrations and workshops that enhance public awareness and address any inquiries from the public	2026	Ongoing
	1.3.2	Provide a platform for residents to engage with industry leaders	2026	Ongoing
	1.3.3	Provide a platform for residents to compare different products on the market	2026	Ongoing
	1.3.4	Provide an opportunity for positive dialogues and encourage early planning for end-of-life replacement and climate adaptation upgrades	2025	Ongoing
	<b>Action 1.4</b>	<b>Support Industry capacity building</b>	<b>Timeline</b>	<b>Status</b>
	1.4.1	Connect contractors with local institutions to obtain required certification to support retrofit work	2025	Complete
	1.4.2	Provide early signals to contractors, industry associations and equipment manufacturers to advance retrofit work	2025	Complete

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<b>Objective: To provide financial and process support to encourage public adoption of retrofit work.</b>			
2 Incentives	<b>Action 2.1 Partner with existing concierge retrofit/accelerator programs who provide retrofit support to residents group through retrofit process</b>	<b>Timeline</b>	<b>Status</b>
	2.1.1 Join a concierge program that provides retrofit support to single-family homes and duplexes	2027	Funding dependent
	2.1.2 Collaborate with energy advisors, contractors and concierge services to understand their roles and responsibilities	2025	Complete
	<b>Action 2.2 Provide top-ups to existing retrofit incentive programs for electrification measures</b>	<b>Timeline</b>	<b>Status</b>
	2.2.1 Provide top-ups to those who switch from fossil fuel (oil, gas or propane) space or water heating system to an electric air-source heat pump	On hold	On hold
	2.2.2 Provide top-ups for energy assessments	On hold	On hold
	2.2.3 Provide top-ups to those who require additional financial support	On hold	On hold
	<b>Action 2.3 Reduce permit barriers and costs</b>	<b>Timeline</b>	<b>Status</b>
	2.3.1 Review and update furnace permit to a heating and cooling permit	2026	Underway
	2.3.2 Provide clarity on permitting process for retrofit work (i.e. bulletin, map out process on website)	2026	Ongoing
	2.3.3 Improve existing permitting administrative processes to increase the turnaround time to permit issuance	2025	Complete
	<b>Action 2.4 Work with other municipalities to explore bulk purchasing options for heat pumps and other mechanical systems to bring down costs and secure availability of technology</b>	<b>Timeline</b>	<b>Status</b>
	2.4.1 Look at standardized and/or competitive prices to remove additional cost barriers	On hold	On hold

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<b>Objective: To reduce City policy and bylaws barriers that hinder retrofit adoption.</b>			
<b>3</b> Policy & Bylaws	<b>Action 3.1 Explore options to incorporate carbon emissions reductions for existing buildings in the Building Bylaw</b>	<b>Timeline</b>	<b>Status</b>
	3.1.1 Liaise with internal stakeholders (Corporate Services, Building) to explore options to support retrofit work in Building Bylaw	When applicable	Awaiting provincial changes
	<b>Action 3.2 Explore options to amend noise bylaws to support heat pump installations</b>	<b>Timeline</b>	<b>Status</b>
	3.2.1 Conduct an analysis of the sound levels of heat pumps in the market	2024	Complete
	3.2.2 Review noise mitigating options and develop a heat pump bulletin outlining noise and appropriate location to reduce impacts	2023	Complete
	3.2.3 Liaise with internal stakeholders (Corporate Services, Public Safety) to evaluate community noise impacts of heat pumps	2025	Complete
	<b>Action 3.3 Explore options to amend zoning bylaws to support heat pump installations</b>	<b>Timeline</b>	<b>Status</b>
	3.3.1 Review the Zoning Bylaw for siting outdoor appliances and structures along the side yard	2025	Complete
	3.3.2 Harmonize appropriate siting for outdoor appliances and structures in conjunction with Housing Choices program implementation	2025	Complete
	3.3.3 Explore how the Official Community Plan (OCP) can introduce or reinforce policies that plan for existing or future zero-carbon opportunities	2025	Complete
	<b>Action 3.4 Explore policy and standards on mandatory benchmarking, water and space heating efficiency and fuel switching requirements</b>	<b>Timeline</b>	<b>Status</b>
	3.4.1 Encourage voluntary public disclosure of home energy performance prior to the full implementation of the provincial Virtual Home Energy Rating System	2026	Ongoing
	3.4.2 Liaise with internal stakeholders (Corporate Services, Building) to determine the option of requiring home energy performance disclosure during the permitting process	2028	Underway

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<b>Objective: To engage with other orders of government to advance regulatory tools and supports for retrofit work.</b>			
<b>4</b> Advocate	<b>Action 4.1 Support provincial regulation on benchmarking and energy disclosure</b>	<b>Timeline</b>	<b>Status</b>
	4.1.1 Support regional regulation on benchmarking and energy disclosure	When applicable	Ongoing
	4.1.2 Provide communication support via available platforms to encourage public participation in the Virtual Home Energy Rating System	When applicable	Ongoing
	<b>Action 4.2 Explore advocacy with the provincial government to amend the Strata Property Act to include zero emission retrofits and energy upgrades in a building’s depreciation report</b>	<b>Timeline</b>	<b>Status</b>
	4.2.1 Support industry experts to advocate for further dialogues with the Province	When applicable	Ongoing
	<b>Action 4.3 Support the provincial adoption of PACE (Property Assessed Clean Energy) financing</b>	<b>Timeline</b>	<b>Status</b>
	4.3.1 Explore options with internal stakeholders on the implementation of the PACE <sup>i</sup> program once adopted by the Province	When applicable	Awaiting provincial changes
	4.3.2 Provide communication support via available platforms to amplify the program when implemented	When applicable	Awaiting provincial changes
	<b>Action 4.4 Support the provincial adoption of Highest Efficiency Equipment Standard</b>	<b>Timeline</b>	<b>Status</b>
	4.4.1 Provide support on the provincial development of the Highest Efficiency Equipment Standard <sup>ii</sup>	When applicable	Ongoing
	4.4.2 Provide communication support via available platforms to amplify the program when implemented	When applicable	Awaiting provincial changes
	4.4.3 Liaise with internal stakeholders on the implementation of the Highest Efficiency Equipment Standard once adopted by the Province	When applicable	Awaiting provincial changes

<sup>i</sup> PACE programs allow property owners to finance the up-front costs of energy upgrades on a property and then pay the costs back over time through a property tax assessment. This loan is registered to the property title not to the owner and can be repaid in installments added to property taxes over the lifespan of the retrofit. Information retrieved from <https://www.ubcm.ca/convention-resolutions/resolutions/resolutions-database/provincial-enabling-property-assessed-clean>.

<sup>ii</sup> The Highest Efficiency Equipment Standard is a provincial commitment to explore future requirements for all new heating and hot-water equipment sold and installed in BC to exceed 100% efficiency since space and water heating systems are primary drivers to GHG emissions from a building. Information retrieved from CleanBC Roadmap to 2030 - The Province of British Columbia.

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