



# Home Energy Label Program Engagement

Engagement Report Back: What We Heard

Phase 1, Part 2: September 2022

## Project Overview

On July 5, 2022, Calgary's City Council approved the Calgary Climate Strategy: Pathways to 2050 (2022), giving direction to develop a process to require all residential buildings to have a building energy label. The Home Energy Label Program was initiated prior to 2022 with the direction set in the earlier Climate Resilience Strategy (2018).

The Home Energy Label Program will create an energy performance database of new and existing homes in Calgary. The City will require all new, low-density homes to obtain an EnerGuide Label through the Building Permit process and is exploring program development for the use of digital labelling for existing residential buildings (potentially informed by EnerGuide labels, third party labelling, or City of Calgary internal process labelling). This labelling program will help potential home buyers, builders, and the public better understand the annual energy consumption and greenhouse gas (GHG) emissions of homes and increase demand for more energy efficient housing products.

The energy label will help to meet several objectives of the City's climate programs:

- create consumer awareness around the energy use of a home;
- allow consumers to compare energy use of different buildings and give value to high performance homes;
- verify constructed performance of the home; and
- administer other incentive programs by providing a measure of energy performance.

Engagement for the Home Energy Label Program has been separated into two phases. Phase 1 engagement activities focused on program development for new homes and wrapped up in September of 2022. The upcoming Phase 2 engagement will continue through the fall of 2022 and will refine the new homes program and provide insight into the development of the existing homes program.

This What We Heard report contains both summary and verbatim documentation of the input gathered through the Phase 1, Part 2 engagement's online survey.



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## Engagement Overview

The Phase 1 engagement process involved Part 1 engagement early in 2022 and Part 2 report-back in fall 2022. Part 1 early engagement included workshops presenting the draft framework for feedback and an online survey. Feedback from the first round of engagement is captured in the [Phase 1 Workshops: What We Heard report](#).

This report focuses on the Part 2 report back to interested and impacted parties.

Phase 1, Part 2 engagement involved reporting back to the same industry and community groups that were involved in the initial engagement. Feedback was requested through an online survey available from September 7 to September 23, 2022. The survey page shared a project update and three important documents for further comment:

- [Home Energy Label Program Overview](#)
- [Home Energy Label Program Homebuilders Info Guide](#)
- [Home Energy Label Program Homeowners Info Guide](#)

This report contains both summary and verbatim documentation of the input gathered through the Phase 1, Part 2 online survey.

For a summary of the input shared in the meetings and online survey, please see the [Summary of Input](#) section.

For a verbatim listing of all the input received through the online survey, please see the [Verbatim Survey Responses](#) section.

## Next Steps

The City is now in Phase 2 engagement. Input collected in Phase 1 has helped inform program design of the Home Energy Label Program. The project team is now preparing to engage on Phase 2 which includes continued refinement of the program for new homes and development of a digital label program for existing homes. Engagement on Phase 2 will be completed in fall 2022.



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## Summary of Input

### What We Asked

The online survey was available from September 7 to September 23, 2022. Interested and impacted parties were invited by email with a password protected link to the City Engage portal.

Participants were provided with an update on the refined program design with three important documents for further comment:

- [Home Energy Label Program Overview](#)
- [Home Energy Label Program Homebuilders Info Guide](#)
- [Home Energy Label Program Homeowners Info Guide](#)

The survey asked participants to select which documents they wished to provide feedback on (up to all three) and then two open ended questions to share their thoughts:

- Please provide feedback on the documents you have selected.
- Is there anything else we should consider?

Participants were also provided with project background information including an overview and timeline, a recorded presentation from industry workshops, presentation slides, and helpful links.

### What We Heard

Ten survey responses were received.

Below is a summary of participant feedback organized by theme. While not all comments are included in this section, the main themes or ideas shared more frequently have been reflected.

Themes heard include:

Industry capacity and uptake – 4 comments

- Realistic timelines are needed for uptake. Earlier than 2024 will result in resistance.
- Industry capacity for energy advisors is a general concern
- Upskilling is needed across industry to support not only labelling but general best practice for tackling climate issues

Clear, concise information and well-designed documents – 6 comments

- Documents should include the number of energy models and EnergyGuide labels currently done. Reports to Calgarians and Council should provide information on how many builders and renovators are champions of this work and are already voluntarily labeling homes



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- The concise, uncomplicated information provided is good
- A more graphically appealing layout suggested for the Homeowners' guide
- Ensure clear information and consistent messaging
- Ensure clarity of difference between digital rating and effective (assessed) rating

## Process for homeowners – 3 comments

- Consider having homeowner input information for online database/map. Minimize administration of the program to save time and money.
- Specific submission process is not defined for homeowners
- Audits on existing homes should be at homeowner's discretion
- Program Overview document needs clarification that the basic service blower door test will not provide an opportunity to check for deficiencies

## Support for the labelling program – 4 comments

- Thank you for this program in line with other large cities' best practices
- Good to see much needed mandatory labelling efforts for homes in Calgary
- Ensure Council sees and understands the value of the program
- Community bodies in support can supply knowledgeable volunteers

## Other themes and questions heard include:

- Important that homeowners are well informed on performance and energy usage of their home
- Suggestion that homeowners are given renovation upgrade reports and homeowner information sheets
- More clarity needed on application to existing homes
- The program should address embodied carbon as part of net zero goals
- Proposed staged roll-out approach (new homes then existing homes) makes sense
- Suggestion that EnerGuide labels are not used for renovations
- Suggestion to include more in-depth performance measures on labels
- Mapping functionality and design including how information is displayed for individual homes
- How much will this bylaw cost?



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## Verbatim Survey Responses

### Online Survey 2: September 7 – September 23, 2022

The following pages are the verbatim survey responses received through the online survey. Responses are shown as they were submitted; no edits have been made to spelling or grammar. All questions were optional so the number of responses for each question may vary.

Question 1:	Document Selected:		
Please provide feedback on the documents you have selected.	Program Overview	Homeowners Info Guide	Homebuilders Info Guide
<p>It would appear that there is an opportunity to expand on not just the energy use of the home but some performance measures as well. Since the home must have a blower door test, would it not be beneficial to post the results on the sticker as well? This is similar to window and door labels where the performance characteristics are shown. For example Solar Heat Gain, Emissivity, Air leakage, water resistance, and structural values, etc. A home with a lower ACH would signify that it has less air leakage than the average house (values can be obtained via the current ABC). This gives the homeowner more information on the performance of their new home and also provides a baseline for future improvement.</p>	X		
<p>These labels are fine as long as home owners are not required to have an audit completed. Audits on existing home should be up to the home owner.</p>	X		X
<p>It is good to see efforts to begin mandatory labelling of homes in Calgary. Homes are one of the biggest energy users that people buy in their lifetimes and it's important they're informed of potential costs associated with it. The staged approach (new homes then existing homes with multiple options to consider) makes sense given how relatively easy/hard it is for each.</p>	X		X
<p>HELP overview says the EnerGuide evaluation process "will allow homebuilders to repair deficiencies prior to completion of construction" but this contradicts the procedure manual defines check for deficiencies as Construction Blower Door Service, not the Basic Service the bylaw requires.</p>	X	X	X



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<p>Info Guides should state homebuyers will be given the renovation upgrade report &amp; homeowner information sheet with the EnerGuide label. No mention of these.</p> <p>The submission process is not defined. Will the homebuilder upload a pdf of the label or submit just the rating? Will the companion documents mentioned above be required for submission as well?</p> <p>Is there an estimate of how much this bylaw will cost?</p>			
<p>These Documents should make it clear how many energy models and EnerGuides are being done now. Majority of new BP single family are submitted using 9.36.5 Performance pathway (modeled), and many builders voluntarily label there homes with EnerGuide now. Reports to Calgarians and council should be more clear how many builders and renovators are already doing this work. Many Calgary builders and renovators have championed the importance of labeling for many years and this success should be recognized. This policy will level the playing field and require all builders to catch up with industry leaders.</p>	X	X	X
<p>Solid information while timelines for implementation are not realistic due building cycle timelines. Builders are already building homes for 2023/2024 possible possessions and sold in this manner to customers.</p>	X	X	X
<p>I agree that mandatory labelling is needed, and I like the Energuide label format because it's clear and understandable for both builders and homeowners. I appreciate that these 3 documents are concise and uncomplicated which is very important.</p>	X	X	X
<p>Good but inviting HO to join the program by adding some attracting wording or images is recommended. It's better to be clear to HO that Digital rating, most of the time is higher than the effective (assessed) rating then invite HO to contact the energy advisor to start the real assessment.</p>	X	X	X
<p>i would request more clarity on the application to existing homes. will it be voluntary? will there be a cost to undertake? with proposed application to major renovation, this may provide significant negative results if the existing house diminishes the results and would it invoke requirements for compliance beyond the original renovation scopes? I</p>	X		X



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would suggest that Energuide results should NOT be applied to renovation projects.			
<p>You don't address embodied carbon at any point. Embodied carbon produces approximately 40% of a building's GHG emissions over its life cycle. This is an enormous gaffe and too common when speaking of Net Zero.</p> <p>Practical consequences of this are lack of consideration of building materials; e.g. low carbon concrete and steel and alternate building materials.</p> <p>All occupations across the building life cycle require more training - architects, builders, and tradespeople with this model which, for its purposes, does not continue to deconstruction and reuse. This critical upskilling is noted everywhere energy efficient building practices are introduced in every jurisdiction I have reviewed.</p>	X	X	X
<b>Question 2:</b>	<b>Document Selected:</b>		
<b>Is there anything else we should consider?</b>	<b>Program Overview</b>	<b>Homeowners Info Guide</b>	<b>Homebuilders Info Guide</b>
I would suggest considering a more graphically appealing layout for the homeowner info guide.	X		X
Consider how the information from new home EnerGuide labels will be displayed on the map. When someone clicks on a house does a pdf of the label open or can they hover to display just the GJ value? Will houses be colour coded for easy comparison? If the map requires a database of the actual label values, consider how those will be compiled to avoid delays in posting information to the map. Consider having the homebuilder input the key information from the EnerGuide report upon submission or upload them in batches. Minimize manual administration of the program to save time and money.	X	X	X
Timelines need to be for implementation no earlier than 2024 or this program will receive massive resistance.	X	X	X



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<p>Industry capacity is an obvious issue - labelling would need to be made more profitable for advisors, but kept cost effective for homeowners and builders.</p>	X	X	X
<p>Please share all the new regulation, By laws and program requirements as soon as it's finalized. THANK YOU for this amazing program as this make a bright future for the town of Calgary to compare with other big city across the country.</p>	X	X	X
<p>Check your various spelling errors (so anal, right?). Do all you can to get Council to see the value you bring to the City's climate planning. E.g. The unconscionable delays in this process so far, mainly due to inadequate staffing. You folks merit FAR more support in so many ways from the elected Council, few of them who have related knowledge except what version developers share; some of those show up in the live sessions you held. There are community bodies which would supply knowlegeable volunteers! Thanks, looking forward to giving more input.</p>	X	X	X