

## REGULAR COUNCIL

**TO: Mayor & Council** **DATE: June 23, 2011**

**FROM: Sustainability Manager** **FILE: 0512-02**  
**General Manager, Engineering**

**SUBJECT: Community Energy & Emissions Plan Update and Launch of the EnergyShift Brand**

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## RECOMMENDATION

The City Manager's Department and the Engineering Department recommend that Council:

1. receive this report as information;
2. approve the Terms of Reference, which are attached as Appendix A to this report, as the basis for the preparation of a Community Energy & Emissions Plan (CEEP) for the City of Surrey; and
3. endorse the "EnergyShift" brand for City of Surrey energy initiatives as a means to demonstrate the breadth of the actions and initiatives being undertaken by the City in relation to energy efficiency and energy use reduction.

## INTENT

The purpose of this report is to:

- obtain Council approval for a Terms of Reference for developing a Community Energy and Emissions Plan (CEEP);
- seek Council endorsement of the "EnergyShift" meta-brand for Surrey energy-related initiatives and for the "Community EnergyShift" sub-brand, which will be used to engage the public and stakeholders in the development of the CEEP; and
- provide information about the first public event for EnergyShift being held at the City of Surrey Canada Day event in Cloverdale.

## POLICY CONSIDERATIONS

The CEEP is a 25-year planning framework that will clearly establish energy and emissions-related priorities for the community and that will define actions and targets in relation to emissions and energy utilization by all sectors of the City. The recommendations and actions contained in the CEEP will provide direction for the City in relation to using policies and regulatory tools (plans, bylaws and other regulations) to reduce emissions and energy consumption in the community over time.

## **BACKGROUND**

In 1998, the City of Surrey became a member of the Partners for Climate Protection Program (PCP) of the Federation of Canadian Municipalities, a national program that brings Canadian municipal governments together to reduce the local production of GHG emissions and advance sustainable community development.

In 2007, the City of Surrey became a signatory to the Province of British Columbia's Climate Action Charter committing to "creating complete, compact, more energy efficient rural and urban communities" and to becoming carbon neutral with respect to its operations by 2012.

In 2008, Surrey City Council unanimously endorsed the Surrey Sustainability Charter, a 50-year vision for becoming a more sustainable City. The Charter included an ongoing commitment to completing the five milestones of the PCP process and developing a local action plan that minimizes GHG emissions through the application of a range of established best practices.

The following Provincial legislation must also be considered by local governments when planning for energy and emissions reductions:

**1. Bill 44 – Greenhouse Gas Reduction Targets Act:**

- This Bill establishes the Provincial target of a 33% reduction in GHG's by 2020 and an 80% reduction in GHG's by 2050 (using a 2007 baseline).

**2. Bill 27 - Local Government (Green Communities) Statutes Amendment Act:**

- This Bill includes a requirement for every local government to include GHG emission targets, policies, and actions in their OCP.

**3. 2010 Clean Energy Act (relevant objectives):**

This Act includes the following the following:

- implement demand-side measures and to conserve energy, to meet an objective of reducing its expected increase in demand for electricity by the year 2020 by at least 66%;
- use and foster the development in British Columbia of innovative technologies that support energy conservation and efficiency and the use of clean or renewable resources;
- encourage communities to reduce greenhouse gas emissions and use energy efficiently; and
- reduce waste by encouraging the use of waste heat, biogas and biomass.

The City has undertaken the following actions in relation to its commitments under the Climate Action Charter agreement and its Sustainability Charter:

BC Climate Action Charter Agreement	City of Surrey Action
(i) <b>Being carbon neutral in respect of operations by 2012</b>	Council approved the City of Surrey Corporate Emissions Action Plan in 2010 (Corporate Report R214; 2010). The plan includes targets, strategies and actions to reduce the carbon footprint of the City in its operations with a view to achieving carbon neutrality. The Province’s Climate Action Secretariat released a draft “Becoming Carbon Neutral Guidebook” in June 2011 to provide options on how municipalities can achieve their carbon neutral commitment. The Sustainability Office will provide an update on a proposed approach for the City of Surrey following the completion and presentation of the final version of the Guidebook at the UBCM Convention in September 2011.
(ii) <b>Measuring and reporting on the community’s GHG emissions profile;</b>	The Province publishes Community Energy & Emissions Inventories (CEEI) for municipalities using data provided to them by energy utility companies for buildings; from ICBC for on-road transportation emissions and landfill gas production calculated from the mass of solid waste tipped at landfills for emissions from solid waste.
(iii) <b>Creating complete, compact, more energy efficient rural and urban communities.</b>	<p>Per Bill 27 (discussed below), the City adopted a GHG reduction target in the Official Community Plan (OCP) in 2010. The City aims to reduce GHG emissions by 33% per capita by 2020 and by 80% per capita by 2050. The purpose of the CEEP, discussed below, is to develop the necessary policies, actions and sectoral targets (e.g. buildings, transportation, and solid waste) to achieve, at minimum, the GHG reduction targets as adopted in the City’s OCP. The following are important actions that are underway to assist in achieving this objective:</p> <ul style="list-style-type: none"> <li>• Implementing a district energy system in Surrey Centre and investigating other viable locations across the community;</li> <li>• Introducing rapid transit connections between our Town Centres (currently being planned by Translink);</li> <li>• Expanding sidewalks, trails, cycle routes and pedestrian bridges across the community, in particular in Town Centres and near popular destinations such as schools, parks and public buildings to mode shift from car dependent transportation; and</li> <li>• Educating and engaging citizens and businesses by organizing and/or sponsoring events such as ClimateSmart training for businesses and the Climate Change Showdown in elementary schools.</li> </ul>

At its Regular meeting on December 13, 2010, Council considered Corporate Report No. R251; 2010 and adopted its recommendations, which included approval for staff to proceed with actions toward the development of a community energy and emissions plan (CEEP). The CEEP is to include a vision, goals and actions to achieve the stated targets for greenhouse gas (GHG) emission reductions as outlined in the Surrey Official Community Plan. At that same meeting,

Council also approved the City making application to the FCM Green Municipal Fund for funding in the amount of \$150,000 in support of the development of the CEEP and committed up to \$90,000 from the City's Sustainability budget towards the cost of development of such a Plan.

The application for funding from FCM is undergoing an initial review. It is expected that the FCM decision with respect to the City's application will be made later this summer.

BC Hydro has committed to providing \$60,000 in funding support for the development of a CEEP for the City of Surrey as part of their PowerSmart – Sustainable Communities Program subject to a commitment by the City to develop strategies as part of the Plan to reduce electrical energy consumption in Surrey. The 2011 Operating Budget includes a sufficient allocation for the completion of the Plan.

## DISCUSSION

### Community Energy & Emissions Plan

The Province's latest greenhouse gas emissions inventory for Surrey, completed in 2007, indicated that the community produced 2.3M tonnes of CO<sub>2</sub> equivalent emissions that year. GHG emission sources include:

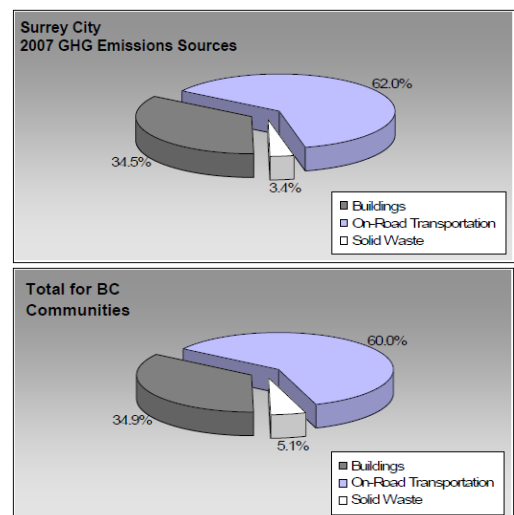
- Private buildings: 791,999 Tonnes CO<sub>2</sub>e
- On-road vehicles: 1,422,565 Tonnes CO<sub>2</sub>e
- Solid waste: 78,341 Tonnes CO<sub>2</sub>e

In accordance with the requirements of Bill 27, the City has adopted as a target the reduction of community emissions by 33% per capita by 2020 (from 2007 levels) and by 80% by 2050. Bill 27 specifies that the City's OCP must include policies and actions to achieve the target.

The proposed CEEP will be a 25-year framework with sufficient precision to clearly establish energy and emissions-related priorities for the community and define sectoral targets and actions. The CEEP planning process will evaluate existing and projected community energy use and greenhouse gas (GHG) emissions in detail for the purpose of developing strategies to reduce energy consumption and emissions across the entire community, to improve energy efficiency and increase local renewable energy supply. When completed, recommendations and actions documented in the CEEP will provide direction for how policy and regulatory tools (plans, bylaws and other standards) and other measures available to the City (e.g. infrastructure, utilities, asset management, real estate portfolio, etc.) should be used to reduce emissions and energy consumption across the entire community over time.

The CEEP will identify, review, and assess:

- The current energy consumption and emissions profile related to all major consumers and sources/generators in Surrey;
- Forecast energy and emissions trends for a 'Business as Usual' scenario and alternative scenarios as a means of identifying energy consumption and emissions reduction opportunities across the community;



- Current and future energy demand from all stationary energy sources (e.g. electricity and natural gas);
- Current and future energy supply sources including renewable energy options, waste heat from industrial and other processes, agriculture-based energy opportunities (e.g. biomass, manure, organic waste, etc.);
- Additional energy conservation, generation or recapturing opportunities;
- Strategies and policies to reduce energy use in new and existing buildings, including policies and innovative non-regulatory strategies to encourage connection to district energy systems;
- Effective sustainable transportation strategies, including conservative estimates for future electricity use for transportation over time;
- Renewable energy strategies for areas that do not have district energy potential;
- Land use planning and development strategies to support the vision and goals of the CEEP; and
- Strategies to increase energy efficiency program participation and implementation of energy conservation measures in the industrial, commercial and residential sectors of the City.
- Identify opportunities and other measures that can be taken by senior levels of government and the private sector.

For Surrey to successfully achieve its GHG reduction targets, the active participation of the public, businesses, developers and other governments will be critical. In the development of the CEEP, staff will engage the public and stakeholders in meaningful dialogue and visioning exercises and will seek input to the development of policies, actions and strategies. Stakeholder and community support and buy-in will be critical, in particular from the land development and business sectors.

Key stakeholders will be invited to “Opportunities Workshops” that are being planned as part of the initial work associated with developing the CEEP. Subsequently, “Target & Actions Workshops” will be held with key stakeholders and the Community to assist in ensuring “buy in” to the ultimate recommendations and directions contained within the completed CEEP.

The public engagement program will aim to:

- create awareness regarding what measures the City has already taken or is currently taking in relation to energy consumption and emissions reduction (e.g. district energy, walkable and high amenity Town Centres, transit, etc.);
- inform and inspire property owners, businesses, other organizations and residents to take personal action in their homes and lifestyles to reduce energy consumption and emissions.

The CEEP will also include recommendations in relation to leveraging programs and services offered by BC Hydro’s PowerSmart team, Fortis BC, TravelSmart and others to reduce energy consumption and emissions by the community.

The public engagement component of the project will make full use of events, web media (including social media) and branding to create awareness, provide appropriate and focused information and create meaningful opportunities for input.

The Terms of Reference for the development of the CEEP is attached as Appendix A to this report.

The City's Sustainability Manager will act as the lead staff liaison, internal project manager and key contact in the development of the CEEP. The following two integrated staff teams will provide project oversight and support:

- **Strategic Steering Committee:** A team of Division Managers from key Departments will provide strategic direction at key stages in the development of the Plan, in particular prior to engaging stakeholder groups, and will assist in ensuring effective communication during the development of the Plan. The Committee will include Division Manager representatives from Utilities; Transportation; Buildings; Community Planning; Parks, Recreation Services and Engineering Operations.
- **Project Support Team:** This team of staff from across key City Departments will assist with data collection, detailed analytical work and integration with other City initiatives.

### **Timeline for Completion of the Community Energy and Emissions Plan**

The process of developing the CEEP will begin in July 2011 and is expected to be completed by the end of March 2012.

### **“EnergyShift” Brand**

With a view creating an identifiable brand for the City in relation to all of its energy initiatives, staff is proposing the name “***EnergyShift: Taking Action on Surrey’s Energy Future***” be used as the meta-brand. This brand will assist in ensuring consistent communications regarding the City’s actions with respect to energy and will demonstrate the City’s comprehensive approach to energy planning and action.

The EnergyShift brand will encompass the Corporate Emissions Action Plan, the Clean Energy Action Plan, district energy, the proposed Community Emissions and Energy Plan (which is the subject of this report) and other City initiatives. Residents, stakeholders and the media will first experience the “EnergyShift” brand with the launch of the CEEP under the title “***Community EnergyShift***”.

With the objective of creating brand and project awareness, the “***Community EnergyShift***” engagement program will launch on July 1<sup>st</sup>, 2011 at the Surrey Canada Day event in Cloverdale. The CEEP project team will host a tent and invite the public to engage in fun and interactive opportunities. Using the theme of “Energy Superheroes” for the launch event, the public will be invited to take their photo or shoot a short video to tell their stories about the actions they are taking to reduce energy consumption in their lives. On Canada Day, everybody can be an Energy Superhero! Images will be posted on the project’s facebook page and on the tent at the event. The videos will be posted on the project’s website as well. Collectively, the stories collected on Canada Day will be viewed as a resource to use on an ongoing basis for the CEEP engagement program. The brand logo and tagline, the related website and an overview of the events plan for the EnergyShift Launch will be presented to Council as part of the Regular Council Meeting on the June 27, 2011.

## SUSTAINABILITY CONSIDERATIONS

The City continues to implement a variety of sustainability initiatives that further the goals of the City's Sustainability Charter. The proposed CEEP will assist in addressing several of the Action items identified in the Sustainability Charter including:

- EN 1: Energy Efficiency, including taking steps to achieve energy efficiency and demonstrate community sustainability leadership by developing policies related to building energy use; and incorporating alternative energy systems where feasible.
- EN7: Implement and Publicize Green Infrastructure Pilot Projects.
- EN11: Achievement of the City's commitments under the Climate Change Action Plan.

## CONCLUSION

The Sustainability Charter sets out a vision for sustainability in Surrey and acts as an overarching policy document for established Surrey as a sustainable city. A key deliverable in the Sustainability Charter for 2011/2012 is the development of a Community Energy & Emissions Plan. The CEEP will be a 25-year framework that will include recommendations and directions in relation to energy and emissions-related priorities for the community and will define targets for energy and emission reductions. Based on the above discussion, it is recommended that Council:

- approve the Terms of Reference, which are attached as Appendix A to this report, as the basis for the preparation of a Community Energy & Emissions Plan (CEEP) for the City of Surrey; and
- endorse the "EnergyShift" brand for City of Surrey energy initiatives as a means to demonstrate the breadth of the actions and initiatives being undertaken by the City in relation to energy efficiency and energy use reduction.

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Appendix "A": Terms of Reference for the Preparation of a Community Energy & Emissions Plan (CEEP) for the City of Surrey

## Terms of Reference

### For the preparation of a Community Energy & Emissions Plan (CEEP)

#### INTRODUCTION

The City of Surrey has a longstanding commitment to taking action on climate protection and clean energy development. Highlights of our commitments include:

- In 1998, the City of Surrey became a member of the Partners for Climate Protection Program (PCP), and FCM program that brings Canadian municipal governments together to reduce the local production of GHG emissions;
- In 2007, the City of Surrey became a signatory to the Province of British Columbia's Climate Action Charter committing to "creating complete, compact, more energy efficient rural and urban communities" and to becoming carbon neutral with respect to its operations by 2012.
- In 2008, Surrey City Council unanimously endorsed the Surrey Sustainability Charter, a 50-year vision for becoming a more sustainable City. The Charter included a commitment to developing a local action plan that minimizes GHG emissions through the application of a range of established best practices.

The City is also aware of and committed to supporting Provincial legislation that aims to support a transition to a green economy and actions that lead to energy and emissions reductions in BC. Relevant legislation includes:

1. **Bill 44 – Greenhouse Gas Reduction Targets Act:**
  - This Bill establishes the Provincial target of a 33% reduction in GHG's by 2020 and an 80% reduction in GHG's by 2050 (using a 2007 baseline).
2. **Bill 27 - Local Government (Green Communities) Statutes Amendment Act:**
  - This Bill includes a requirement for every local government to include GHG emission targets, policies, and actions in their OCP.
3. **2010 Clean Energy Act (relevant objectives):**

This Act includes the following the following:

  - implement demand-side measures and to conserve energy, to meet an objective of reducing its expected increase in demand for electricity by the year 2020 by at least 66%;
  - use and foster the development in British Columbia of innovative technologies that support energy conservation and efficiency and the use of clean or renewable resources;
  - encourage communities to reduce greenhouse gas emissions and use energy efficiently; and
  - reduce waste by encouraging the use of waste heat, biogas and biomass.



The following summary provides an overview of actions undertaken by the City in response to the above commitments and requirements.

- Surrey Energy Efficiency Workshop (2007)
- Grandview Heights Geoexchange study (2007)
- Surrey City Centre Community Energy Plan (2007)
- Integrated Energy Master Plan for the Semiahmoo Town Centre (2008)
- Sewer Heat Recovery Feasibility Study (2008)
- Community GHG Reduction Targets (2010)
- Community Energy Manager Position (2010)
- Energy Utility & Energy Manager (2011)
- District Energy in City Centre and Other Areas (Current)
- Grandview & Campbell Heights District Energy Pre-Feasibility Assessment (2011)
- Clean Energy Action Plan (CEAP) (Current)
- Active Transportation & Transit Planning (Current)
- Organics Collection – Pilot Studies (Current)
- ICLEI Climate Adaptation Initiative (2011)
- “Energy Efficient Business” Training Program (2010/2011)
- Student Climate Change Outreach & Education (Current)
- Surrey is a Solar Community (Current)

At its Regular meeting on December 13, 2010, Council considered Corporate Report No. R251:2010 and adopted the recommendations of that report, which included approval for staff to proceed with actions toward the development of a community energy and emissions plan (CEEP). The CEEP is to include a vision, goals and actions to achieve the stated targets for greenhouse gas (GHG) emission reductions as outlined in the Surrey Official Community Plan.

It is the City’s anticipation that the results of ongoing or recent studies and initiatives studies will be integrated into the CEEP process and will facilitate streamlined technical analysis. That said, the City is also aware that the CEEP will, for the first time, take a community perspective and that the integration of the results may lead to new opportunities or competing interests that will need to reviewed by staff, Council, stakeholders and the public.

To complete the CEEP, the City of Surrey has engaged the services of a multi-disciplinary consulting team with relevant knowledge and experience to assist the City in preparing the plan.

## **PURPOSE**

The overall objective of the CEEP is to establish the City of Surrey as a model community in the areas of energy supply reliability, sustainability and climate responsibility. Specifically, the CEEP and the engagement program to develop the CEEP will:

- Inform and inspire residents to take personal action in their homes and lifestyles to reduce energy consumption
- Create a strong mandate for revising and/or developing policy and regulatory tools to achieve emission reductions targets in the OCP, as a minimum. Stakeholder and committee support and buy-in will be critical to achieve this, in particular from the development and business sectors.

- Develop achievable targets for emission reductions and metrics to direct implementation measures to achieve the targets (e.g. modal split, green buildings, retrofit rates, local energy supply, etc.)
- Develop a detailed implementation strategy for the City – in its role as a local government - to achieve the GHG reduction and energy use reduction targets. This will include the identification of strategic and cost-effective actions and policies.
- Identify opportunities and other measures that can be taken by senior levels of government and the private sector.

## SCOPE

The CEEP will present a comprehensive 25-year framework to achieve reductions in the use of energy and to reduce greenhouse gas (GHG) emissions within the community. The CEEP will recognize and build upon Surrey's energy-related policies and initiatives, specifically, district energy (DE) plans and emerging DE opportunities, emerging rapid transit plans, Surrey's Official Community Plan (including Neighbourhood Concept Plans) and the City's Clean Energy Action Plan. The CEEP will also leverage the City's commitment to Carbon Neutral operations and the City's Corporate Emissions Action Plan.

### **Effective Engagement, Education & Communication**

For Surrey to successfully achieve its GHG reduction targets, the active participation of residents, businesses, developers and other governments will be critical. The following approaches define how each group will be engaged:

- **Community Stakeholders:** Stakeholder and community support and buy-in will be critical, in particular from the land development and business sectors. Key stakeholders will be invited to workshops to assist in defining opportunities and constraints as well as actions and sectoral targets (e.g. building retrofit rates, energy performance of new buildings, transportation mode targets, etc.). Additionally, the engagement of key institutions such as utilities and TransLink will be essential.
- **Broader, Targeted Community Engagement:** Public action and support can significantly help increase the verve and is essential in the implementation phase of a CEEP. This engagement will focus on increasing the project's profile, strengthening buy in, and sowing the seeds for significant change. The public engagement component of the project will make full use of events, web media (including social media) and branding to create awareness, provide appropriate and focused information and create meaningful opportunities for input.
- **Staff Involvement:** The City's Sustainability Manager will act as the lead staff liaison, internal project manager and key contact in the development of the CEEP. The following two integrated staff teams will provide project oversight and support:
  - **Strategic Steering Committee:** A team of Division Managers from key Departments will provide strategic direction at key stages in the development of the Plan, in particular prior to engaging stakeholder groups, and will assist in ensuring effective communication during the development of the Plan. The Committee will include Division Manager representatives from Utilities; Transportation; Buildings; Community Planning; Parks, Recreation Services and Engineering Operations.

- **Project Support Team:** This team of staff from across key City Departments will assist with data collection, detailed analytical work and integration with other City initiatives.

### **Innovative Analysis, Modeling & Mapping**

Strong energy and emission strategies depend on an acute appreciation of local energy and emission dynamics (e.g. opportunities, constraints, etc.), as well as social, economic, cultural and environmental dynamics. As such, the scope of technical analysis for the project will include:

- **Energy and Emission Baseline Profile:** Develop a spatialized (e.g. GIS mapping) community wide and sectoral emissions profile that ground truths the Ministry of Environment 2007 Community Energy and Emission Inventory.
- **“Business as Usual” Energy & Emissions Forecast (25 year projection):** A business as usual forecast informed by the population projections, land use and energy dynamics (e.g. anticipated changes to the BC Building Code and provincial tail pipe emission standards) will be generated, based on best available data.
- **Future Scenario Modeling and Mapping Development:** For the purposes of this project, a scenario is composed of bundled strategies across major energy and emission sectors with performance assumptions associated with them from the present out to a desired planning milestone. Scenarios facilitate the exploration of action and policy options so that the City can optimize Made-in-Surrey energy and emission reduction solutions. Staff will be involved in scenario development and will work as a team to identify opportunities to carry out “sensitivity analysis” around a specific policy or small bundle of policies to specifically quantify the impact that such a policy can have on energy use and emissions. Scenario development includes the following sub-tasks:
  - **Land Use, Buildings and Transportation Scenarios:** Surrey’s existing land use plans (e.g. OCP, NCPs) and current development trends will facilitate the development of the spatial representation of future land use and transportation routes (for all modes). This information will determine how many additional buildings and vehicles will be in Surrey over the next 25 years so that energy and emissions can be calculated. Based on staff and stakeholder input, the model will also be modified to assess the energy and GHG impacts of alternative land use and density scenarios.
  - **Energy Demand and Emissions Modelling for Scenarios:** Using the baseline energy and emissions inventory as a starting point, future energy demand and greenhouse gas emissions will be modeled. This analysis includes the impact of changes to the BC Buildings Code for each building type, local programs that increase the rate of building retrofit and building scale renewable technology adoption, the phased build-out of district energy systems, future energy prices, changes in building heating systems and technology, changes in building type and activities, transportation infrastructure, vehicle ownership and distance travelled, and active transportation.
  - **Energy Supply Modelling for Scenarios:** Energy supply opportunities will be identified from an overview of a) local resources that can be readily derived from existing data (e.g. sewage flows, roof area for solar, waste heat, etc.); and b) imported resources such as biomass and natural gas that can be converted to heat and electricity for use within the City. Energy potentials expected to be identifiable from existing data include:

- thermal energy recovery from industrial operations and sanitary sewer systems;
- hydraulic energy recovery from water distribution system (i.e., pressure reducing valves) and potentially storm system;
- energy savings at pumping facilities through efficiency measures;
- geoexchange in open fields;
- wind turbines in open fields;
- solar thermal or photovoltaic on roof area;
- biogas from agricultural and brewery waste (anaerobic digestion);
- biofuel from energy crops (e.g., straw or switchgrass) on low-value agricultural land—to be linked with the agricultural study; and
- Combined heat and power (CHP) opportunities from local energy feedstocks: municipal solid waste, wood waste, biogas, and biofuel.
- CHP opportunities from imported energy feedstocks: biomass (i.e., hog fuel or wood pellets) and natural gas.

The Energy Supply analysis will provide direction regarding viable and cost effect opportunities for: Strategic Development of Energy Infrastructure Projects; Future District Energy Opportunities; Electrical Generation Opportunities; and Integrated Resource Recovery (IRR).

## **EXPECTED OUTCOMES**

### **The CEEP will include:**

1. a baseline profile for energy use and emissions across the major sectors in the City of Surrey;
2. a listing of targets by sector for energy use and emissions reductions;
3. a series of recommended actions in relation to each sector to taken by the City and other key stakeholders that move each of the key sectors in the City of Surrey toward the achievement of the energy use and emissions reduction targets.

## **KEY ACTIVITIES & TIMELINE**

The development of the CEEP will commence in July 2011 and is expected to be completed by the end of March 2012.

The process flow chart below provides a visual image of the overall CEEP planning process and the related timeline.

# Community EnergyShift – Planning Process 2011/2012

