

A light blue line-art map of the UBC campus is visible in the background, showing streets, buildings, and a large circular area.

UBC Neighbourhood District Energy System

**November 2013
Public Consultation Summary**

March 6, 2014

campus + community planning



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THE UNIVERSITY OF BRITISH COLUMBIA

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1. Executive Summary

This report provides a summary of what was heard during the November 26 public consultation on the UBC Neighbourhood District Energy System (NDES). Background information on the development of the plan, information on the consultation process, public and stakeholder engagement and notification, as well as detailed results of public consultation are presented in the sections that follow.

Campus + Community Planning (C+CP) provided notification of this public consultation opportunity to **over 38,200** contacts through advertising and outreach activities. As a result of the outreach activities, we had:

- A total of **12** people attended the Public Open House held Tuesday, November 26, 2013.
- **47** unique page views to the Neighbourhood District Energy System pages on C+CP website

Consultation participation numbers were as follows:

- **6** questionnaires were taken (**4** online and **2** in-person)

1.1 Summary of Consultation Feedback

In terms of the material provided during the consultation phase, the vast majority of respondents felt the information gave them a better understanding of the UBC Neighbourhood District Energy System, the project goals, how district energy systems work and the associated benefits.

There was a request by a small number of respondents for more information on alternative sources and a business model, with the same respondents expressing concern for consideration of the future.

Detailed questionnaire results, demographics, participation and notification numbers are provided in Sections 4, 6 and 7 of this report.

2. Background

As part of its commitment to sustainability, the University of British Columbia is investigating the implementation of a Neighbourhood District Energy System (NDES) to provide space heating and domestic hot water to new developments on UBC land. The objective of the NDES is to provide low-carbon energy to UBC residential neighbourhoods, including Wesbrook Place, East Campus, Acadia and Stadium. The NDES will also support UBC's goals to reduce greenhouse gas emissions and create a sustainable live-work-learn community.

The project is evaluating the use of waste heat from TRIUMF's cooling towers as the most effective way of providing the GHG reductions needed. Potential synergies between the NDES and the Academic District Energy System will also be explored, including possible research and educational opportunities that are consistent with UBC's goals for the Campus as a Living Lab.

2.1 What is a District Energy System?

A district energy system is a way of sharing energy efficiently across a community. The System uses a central energy plant to produce hot water, which is then distributed through an underground piping network to heat exchangers located in each building. The heat exchangers, in turn, provide space heating and domestic hot water for residents. Once the fluid has cooled it returns to the central energy plant to be reheated and recirculated. A district energy system has the ability to use a variety of alternative energy sources including biomass, GeoExchange, solar and waste heat recovery and can help UBC meet its GHG emission reduction targets.

3. Public Consultation Process

Open houses are an important way to provide information to the public regarding a new opportunity that will affect the campus community. The public was offered both online and in-person opportunities to provide an early identification on questions and concerns as they relate to the NDES.

3.1 Consultation Timeline

The UBC Neighbourhood District Energy System was held on November 26, 2013. Members of the community will continue to be consulted during all phases of the project.

4. Public Notification and Stakeholder Engagement

Key stakeholders were identified in order to deliver the information presented to a broad audience and provide communication tools to assist with information distribution to their networks. They include students, campus residents and student residences.

C+CP provided notification of the November 25th to December 6th public consultation period to over **38,200** contacts through advertising, email, in-person meetings and stakeholder outreach.

Notification was provided through the following print advertisements and online channels:

- Vancouver Courier - November 20 and November 22 editions
- UBC Properties Trust – Twitter/Facebook mentions, posted on welcome board at the “Welcome Centre” and posted on their website Calendar
- The Ubyyssey on November 21 and 25 (circ 12,000 x 2)
- The Campus Resident on November 18th (circ 10,650)
- myuna announcements – November 21. The UNA publishes a weekly email newsletter, each Thursday, which has over 2,000 subscribers
- The C+CP event calendar (36 unique page views)
- Campus digital signage from December 2nd to December 6th (12,000 impressions)
- Neighbourhood District Energy System pages on C+CP website (47 unique page views)
- Posts to C+CP Twitter and UTown@UBC Twitter accounts throughout the public consultation period (over 1500 followers)

5. Public Consultation

Public consultation included online consultation from November 26 to December 6, and a Public Open House was held on November 26. During this phase:

- **6** questionnaires were taken (**4** online and **2** in-person)

Copies of the information presented at the Public Open Houses and the questionnaire are provided in Appendix II.

5.1 Online Consultation

As part of the online consultation, the C+CP website provided the same information as was available at the Public Open Houses on November 26. The web content was posted to the C+CP website, and the link to the online questionnaire was also posted to the Public Consultation page. The online questionnaire included links to the relevant supporting information on the Campus + Community Planning website. The online questionnaire included the same set of questions as those asked at the public open house.

6. Detailed Questionnaire Feedback

Below is the detailed feedback received in the 7 questions in the questionnaire. The total number of participants is 6.

Question 1. Does the material presented give you a better understanding of the UBC Neighbourhood District Energy System and the project goals?

Comments	No of references
Yes	4

Question 2. Did the material presented give you a better understanding of how district energy systems work and the associated benefits?

Comments	No of references
Yes	4

Question 3. Are there any topics we have covered that you would like to learn more about?

Comments	No of references
Alternative sources and business model	2
No	3

Question 4. Do you have any concerns about the proposed project?

Comments	No of references
Need to think further	2
No	3

7. Participant Demographics

Participant demographics are calculated over 6, the total number of participants.

What is your primary affiliation with UBC?	Count
Resident	2
Professor	2
Alumni	1

Where do you live?	Count
UBC	2
City of Vancouver	3

8. Next Steps

CORIX will be consulting with members of the community during all phases of the project. Another public consultation event is tentatively planned for late Spring 2014.

9. Appendices

9.1 Appendix I: Public Open House Display Boards (Attachment)

9.2 Appendix II: Public Open House Handout (Attachment)

9.3 Appendix III: Completed Questionnaire Feedback Received



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Feedback Form

UBC Neighbourhood District Energy System

Tuesday, November 26th, 2013 | 3:00pm-7:00pm | MBA House

Thank you for participating, your feedback is important. Your feedback will be used to help plan future events and increase awareness of these events so that we can hear from as many members of the UBC community as possible.

1. Does the material presented give you a better understanding of the UBC Neighbourhood District Energy System and the project goals?

Yes

No

If No, why not?

2. Did the material presented give you a better understanding of how district energy systems work and the associated benefits?

Yes

No

If No, why not?

3. Are there any topics we have covered that you would like to learn more about?

No

Yes

If Yes, please identify which topics:



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4. Do you have any concerns about the proposed project

No

Yes

If Yes, please identify your concerns:

Tell us about you:

1. How are you associated with UBC? (Please check all relevant boxes)

- Student Faculty Staff Alumni Professor Emeritus Resident UNA No direct association
- Other: _____

2. Where do you live?

- UBC UEL City of Vancouver Other: _____

3. How did you find out about this event? (Please check all relevant boxes)

- Email C+CP website Ad in The Ubysey Ad in The Campus Resident Ad in Vancouver Courier
- Friend or Colleague Other: wesbrook website

Privacy Notification:

The contents of this Feedback Form may be made available for public viewing. Any personal information you provide in this Feedback Form is collected under the authority of section 26(c) of the Freedom of Information and Protection of Privacy Act. UBC Campus and Community Planning is collecting this information for the purposes of this consultation process. For more information about the collection of your personal information, contact Gabrielle Armstrong, A/Director, Public Engagement, at (604) 822-9984 or by email at gabrielle.armstrong@ubc.ca

Thank you for taking the time to provide your feedback.

If you would like to drop off, email or mail in this feedback form, please return it by end of day, December 6th, 2013 to:

Campus and Community Planning, UBC, 2210 West Mall, Vancouver, BC V6T 1Z4
Attention: Gabrielle Armstrong

If you wish to fill out the form online, please visit www.planning.ubc.ca

For further information, please contact gabrielle.armstrong@ubc.ca or 604-822-9984



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1. Does the material presented give you a better understanding of the UBC Neighbourhood District Energy System and the project goals?

Yes

No

If No, why not?

2. Did the material presented give you a better understanding of how district energy systems work and the associated benefits?

Yes

No

If No, why not?

3. Are there any topics we have covered that you would like to learn more about?

No

Yes

If Yes, please identify which topics:

1) Additional
Alternative Sources

2) Program model



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4. Do you have any concerns about the proposed project

No

Yes

need to finish first

If Yes, please identify your concerns:

Tell us about you:

1. How are you associated with UBC? (Please check all relevant boxes)

Student Faculty Staff Alumni Professor Emeritus Resident UNA No direct association

Other: _____

2. Where do you live?

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