FOR IMMEDIATE RELEASE

FortisBC collaboration completes deep energy retrofit to benefit residents

The pilot project is a joint effort to help retrofit existing buildings, lowering gas use and associated emissions

Surrey, B.C.– August 7, 2025: FortisBC Energy Inc. ("FortisBC"), Pembina Institute, Metro Vancouver Housing and local government officials, including Honourable Bowinn Ma, MLA for North Vancouver-Lonsdale and Minister of Infrastructure, recently celebrated the completion of a deep energy retrofit pilot project at Manor House in North Vancouver. This was a collaborative project designed to help lower gas use, energy costs and associated emissions in a multi-unit residential building while making the spaces more comfortable for residents.

"We're proud to celebrate this achievement with the organizations that were instrumental in completing this deep energy retrofit project at Manor House," said Joe Mazza, vice president, energy supply and resource development, FortisBC. "We believe this project is a great example of how a high-performance gas retrofit can achieve gas and emissions savings on our path to support a lower carbon energy future. We are continuing to learn more about deep energy retrofits through our pilot program as part of the next generation of energy-efficiency rebates for our customers."

Manor House is a Metro Vancouver Housing non-market rental building in North Vancouver. Older existing buildings can require significant upgrades to make them more energy efficient. Working with consultants like RDH Building Science Inc. SES Consulting Inc., FRESCo and AES Engineering through deep energy retrofit projects means organizations like FortisBC, the Pembina Institute and Metro Vancouver Housing can better understand how these upgrades help reduce gas use and lower associated emissions using a holistic approach.

The deep energy retrofit project at Manor House was a comprehensive upgrade of a 1970s-era, 50-unit wood-framed residential building. The building received energy-efficiency upgrades, including:

- new triple-glazed windows
- new air barrier and exterior wall insulation
- new roof membrane with added roof insulation
- gas heat pumps for both space heating and domestic hot water
- new in-suite heat recovery ventilation units
- new in-suite units that provide heating and cooling
- upgraded control systems

The project is currently in the measurement and verification phase. Based on project modelling to date for this site, energy savings are estimated at 55 per cent, gas savings are estimated at 69 per cent and emissions reductions around 68 per cent.[1] This project demonstrates a way forward to lower gas use by at least 50 per cent and associated emissions with high-performance gas retrofits that leverage the strengths of both the gas and electricity systems.

FortisBC is piloting deep energy retrofit projects in four commercial buildings and 20 residential homes across the province. Construction is complete for all the residential homes and three of the commercial buildings, including Manor House. The final commercial building is expected to complete construction later this year with all four buildings installing gas heat pumps to help improve energy efficiency. The pilot is designed to take a whole-building approach that makes improvements to the building envelope (outer shell) first, helping prevent heat loss and reduce heating demand, and then right-sizes the building's space heating equipment. The information gained from this pilot will be invaluable in establishing the most effective, affordable ways to lower energy use in existing buildings and used to help inform future incentive programs.

[1] Based on energy modelling results per the Detailed Design Update Report (May 3, 2024), pages 23-24.

The Manor House project is part of the Reframed Initiative, a collaboration led by the Pembina Institute and other regional organizations. The collaboration for this project between FortisBC and the Pembina Institute happened during the design phase of the project and shows how organizations are working together to advance emissions reductions in the building sector and gaining valuable insights into the performance of retrofit projects and customer experience. It is the first deep energy retrofit project to be completed under this initiative that is designed to transform how designers approach retrofitting multi-unit residential buildings to help lower emissions, energy waste, improve health and safety for residents and increase resilience to severe weather events.

Customers can visit **fortisbc.com/retrofit** to learn more about FortisBC's deep energy retrofit pilot program or visit **fortisbc.com/commercialheatpump** to learn about the rebates available for gas heat pumps.

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Quotes

"The completion of the deep energy retrofit project at Manor House marks an incredible achievement for the Reframed Initiative. Deep retrofits are a practical solution that ensures Canadian homes and buildings are safer in extreme weather, and affordable to heat and cool. This project shows how high-performance retrofit design and cross-sector collaboration can transform multi-unit residential buildings, making them more energy efficient and safer for vulnerable populations such as seniors, people with disabilities and low-income households. We're grateful for the collaboration and support from Metro Vancouver Housing, FortisBC and RDH Building Science."

- Monica Curtis, senior director, communities and decarbonization, Pembina Institute

"The Manor House retrofit demonstrates that with partners like FortisBC and CMHC we can make older buildings safer, more energy-efficient, more climate-resilient. Building renewals like this help Metro Vancouver Housing make homes more comfortable for tenants, and we didn't have to displace anyone or raise rents to do it. The retrofit at Manor House will cut the building's energy use and greenhouse gas emissions by about two thirds, while extending its lifespan by half a century."

- Mike Hurley, chair, Metro Vancouver board of directors

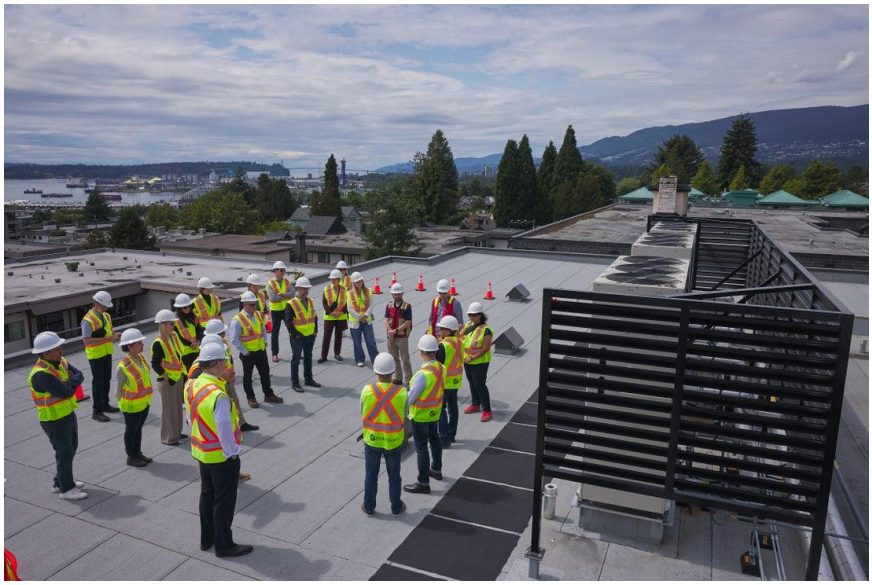
"Working on this project showed a great collaborative effort across various organizations and we're proud to have been part of the team. The deep energy retrofit project at Manor House was made possible by the funding from FortisBC through their pilot program and demonstrates how energy-efficiency upgrades can make a difference to lower energy use and improve the building for years to come."

- Warren Knowles, principle, RDH Building Science Inc.

Photos

Left to right: Jerry Dobrovolny, CAO and commissioner, Metro Vancouver; Danielle Wensink, director, conservation and energy management, FortisBC; Mike Hurley, chair of Metro Vancouver's board of directors and Mayor of the City

of Burnaby; Ruby Campbell, city councillor for the City of New Westminster and member of Metro Vancouver's Housing Committee; Doug Slater, vice president, Indigenous relations and regulatory affairs, FortisBC; Monica Curtis, senior director, communities and decarbonization, Pembina Institute; Jessica McIlroy, manager, buildings, Pembina Institute; Joe Mazza, vice president, energy supply and resource development, FortisBC; Chris Severson-Baker, executive director, Pembina Institute.



Members from each organization toured the Manor House building with the consultants, RDH and FRESCo, speaking to the energy-efficiency upgrades and how these translate into energy savings and associated emissions reductions. The tour included a trip to the roof to look at the gas heat pumps installed as part of this project.

Manor House, built in 1972, provides affordable housing for residents in North Vancouver. The completion of the deep energy retrofit project is helping lower energy use and associated costs while making the units more comfortable for residents.

Link to photos: Manor house | Brandfolder

FortisBC Energy Inc. is a regulated utility focused on providing safe, reliable and affordable energy, including natural gas, Renewable Natural Gas and propane. FortisBC Energy Inc. employs around 2,143 British Columbians and serves approximately 1,086,500 customers across British Columbia. FortisBC Energy Inc. owns and operates two liquefied natural gas storage facilities and approximately 51,600 kilometres of gas transmission and distribution lines. FortisBC Energy Inc. is a subsidiary of Fortis Inc., a leader in the North American regulated electricity and gas utility industry. FortisBC Energy Inc. uses the FortisBC name and logo under license from Fortis Inc. For further information on FortisBC Energy Inc., visit fortisbc.com. For further information on Fortis Inc., visit fortisinc.com.

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