

# Surrey District Energy Awareness

Survey Results  
November 8 2018

The results of this survey, conducted between September 8 2018 and November 5 2018, are not weighted to the City of Surrey's population.

The results are based on 1,241 survey responses.



# Background

Surrey City Energy is a not for profit, municipality owned and operated utility providing heat and hot water service to new buildings in the city center. The newly constructed natural gas powered West Village Energy Centre, located at 10357 133 Street, will soon replace existing temporary plants. Heat and hot water are delivered to customers through a dedicated underground piping system.

This ultimate district energy system is planned to be the largest in the province and is a key city initiative to establishing a renewable energy future. A reduction in greenhouse gas emissions means cleaner air for all Surrey residents.

A public and staff engagement plan is being created to measure and raise awareness about Surrey City Energy. This awareness campaign will assist with future engagement efforts and strategies; all while promoting the new District Energy Centre in the new West Village Park area of Surrey City Centre.

This survey forms an integral part of shaping the public outreach strategy. The survey was designed to test the target audiences' knowledge of how district energy systems work, their benefits and contribution to enhancing community sustainability.

The survey was deployed to four different target audiences:

Attendees at the Pie in the Plaza (PITP) Event: 148 responses on September 8, 2018

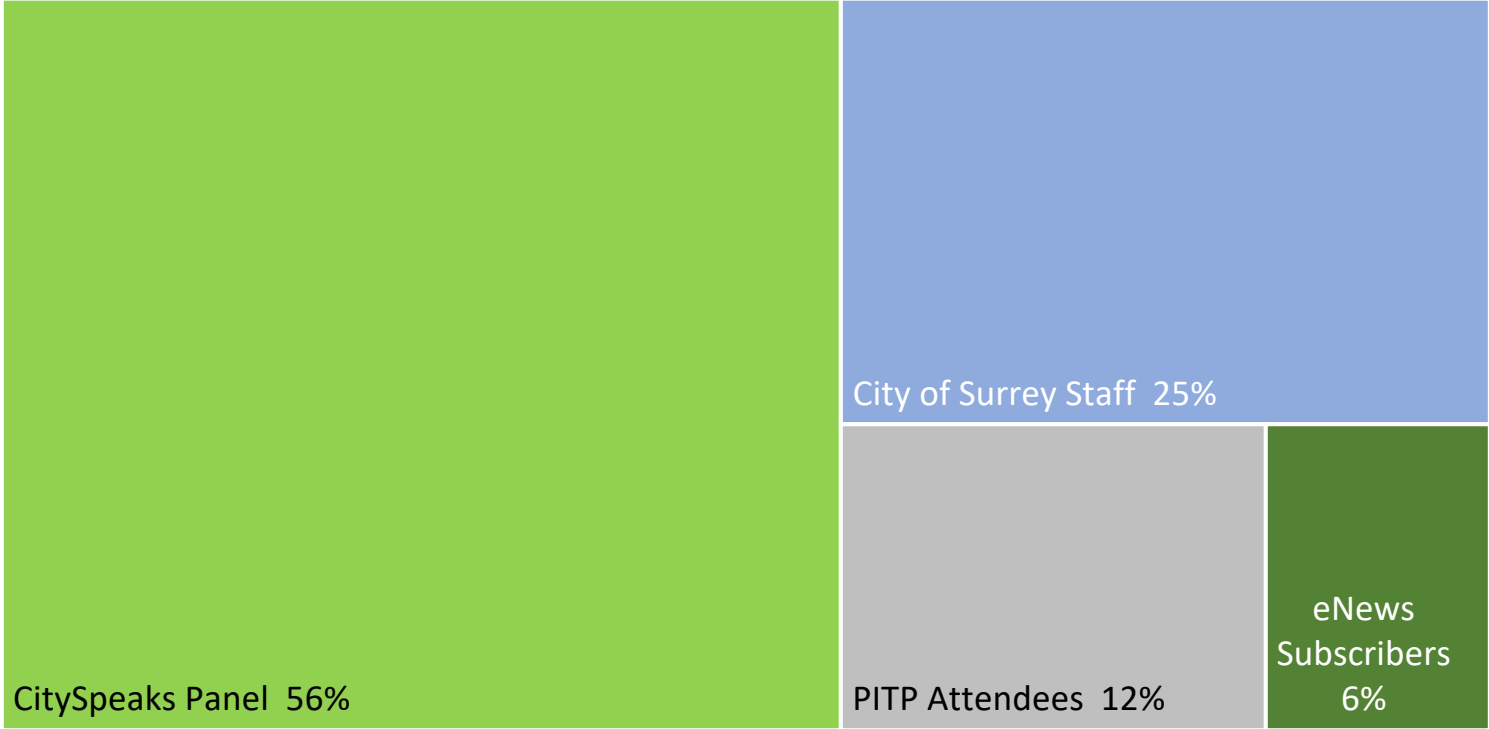
CitySpeaks Panel: 700 responses from October 10 to November 1 2018

City of Surrey Staff: 315 responses from October 1 to November 5 2018

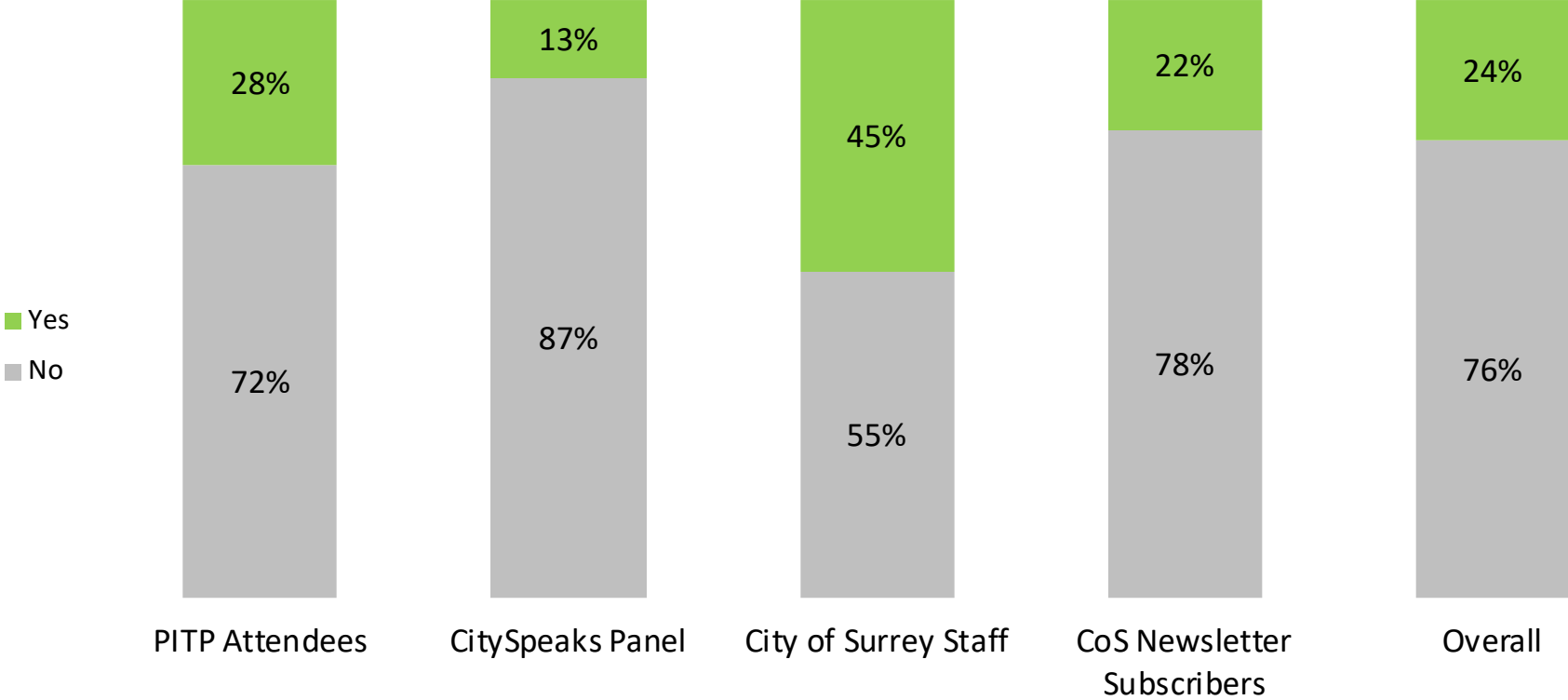
External stakeholders who participated in the survey via City of Surrey e-newsletters: 78 responses from October 19 to November 5 2018

# Profile of Survey Participants

Survey Source



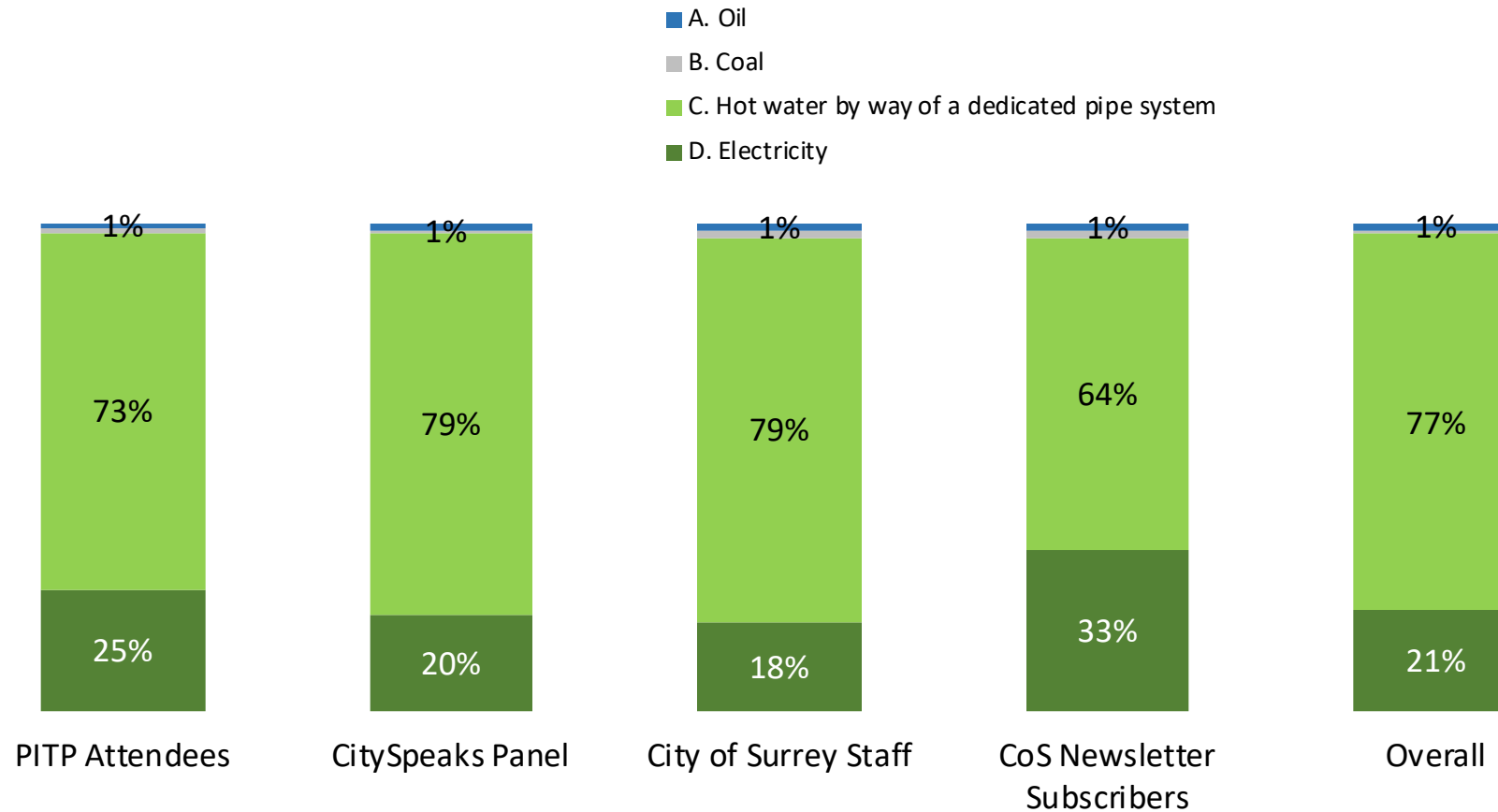
# Awareness of Surrey City Energy - West Village Park and District Energy Centre



Q: Have you heard about Surrey City Energy - West Village Park and District Energy Centre before today?  
Total participants: 1241



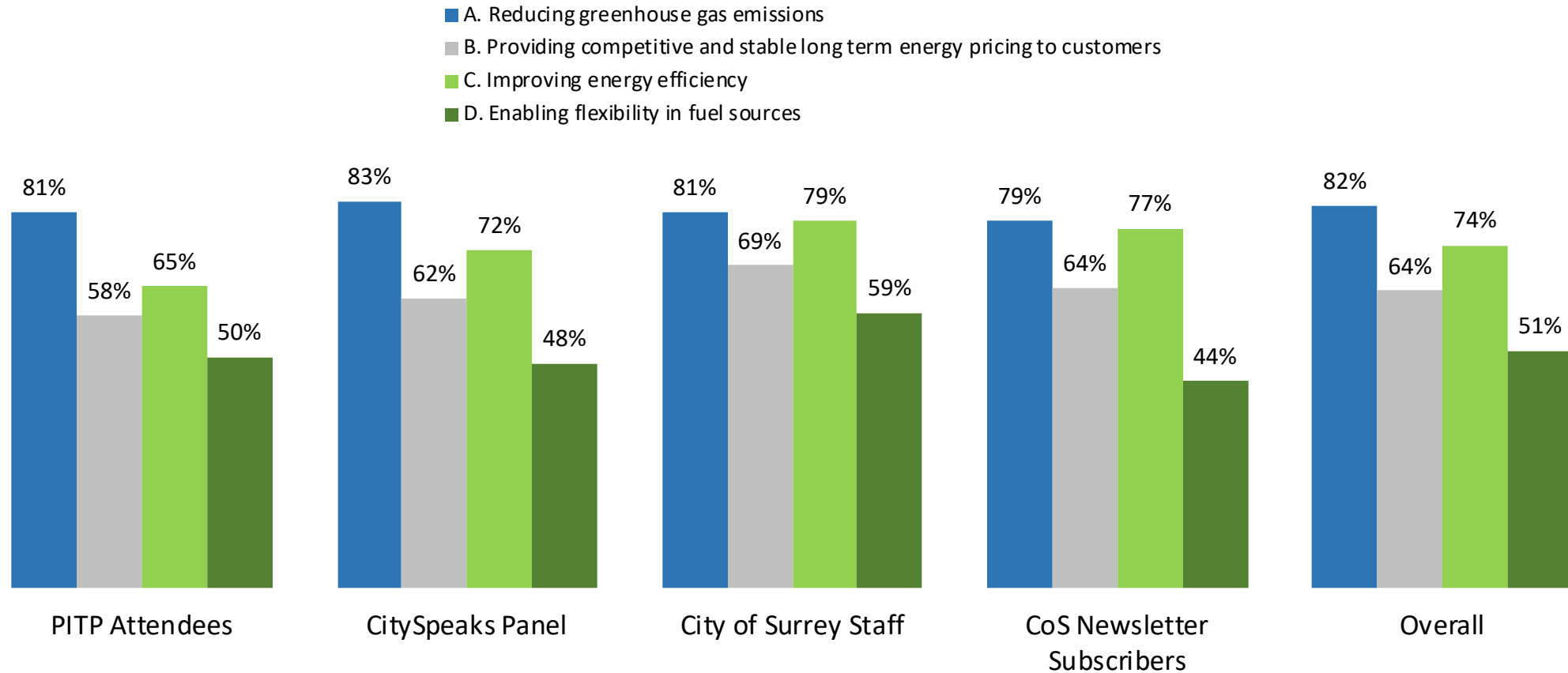
# 1. Surrey City Energy is a 100% municipally-owned district energy utility that provides heat and hot water to City Centre's high-density buildings using:



Total participants: 1085

Correct answer: C

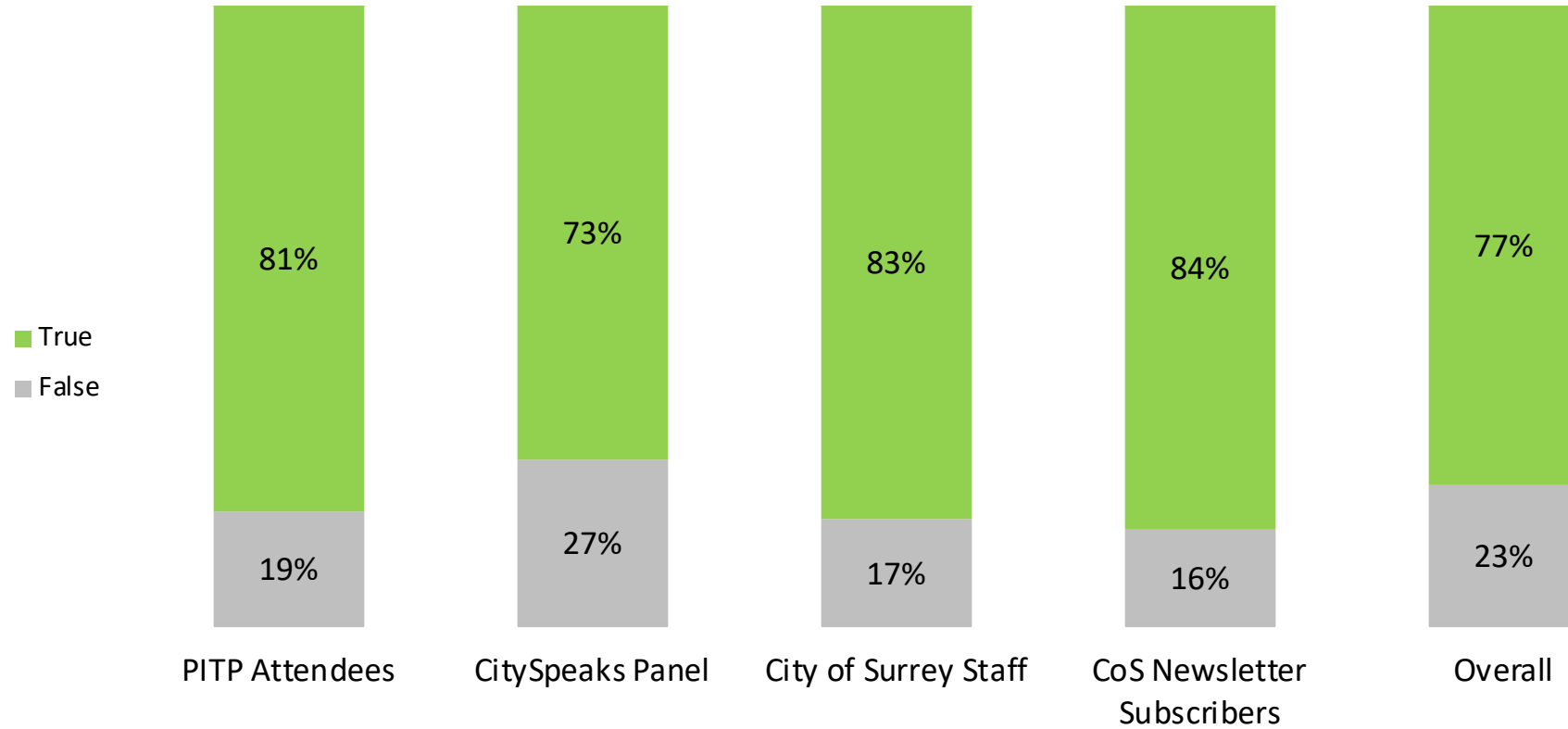
## 2. The benefits of District Energy are:



Total participants: 1085

Correct answer: All of the above

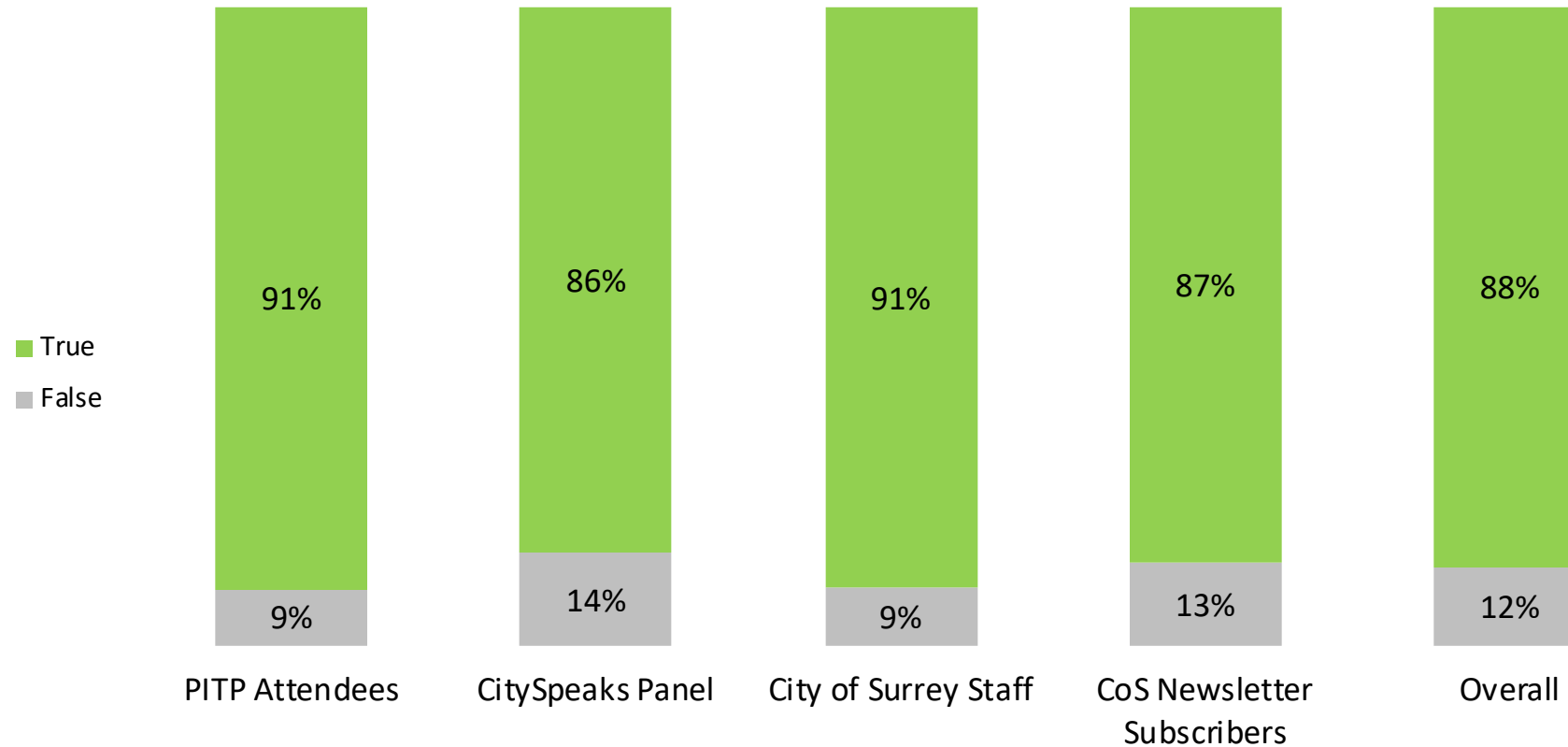
### 3. District Energy rates are comparable in cost to both electricity and gas boiler systems.



Total participants: 1084

Correct answer: True

**4. The ability to use alternative and diverse fuel sources in future (such as bioenergy, waste heat, solar etc.) in the district energy system will assist in keeping pricing stable. This means your bill will not be affected by energy market fluctuations experienced by electricity and gas.**



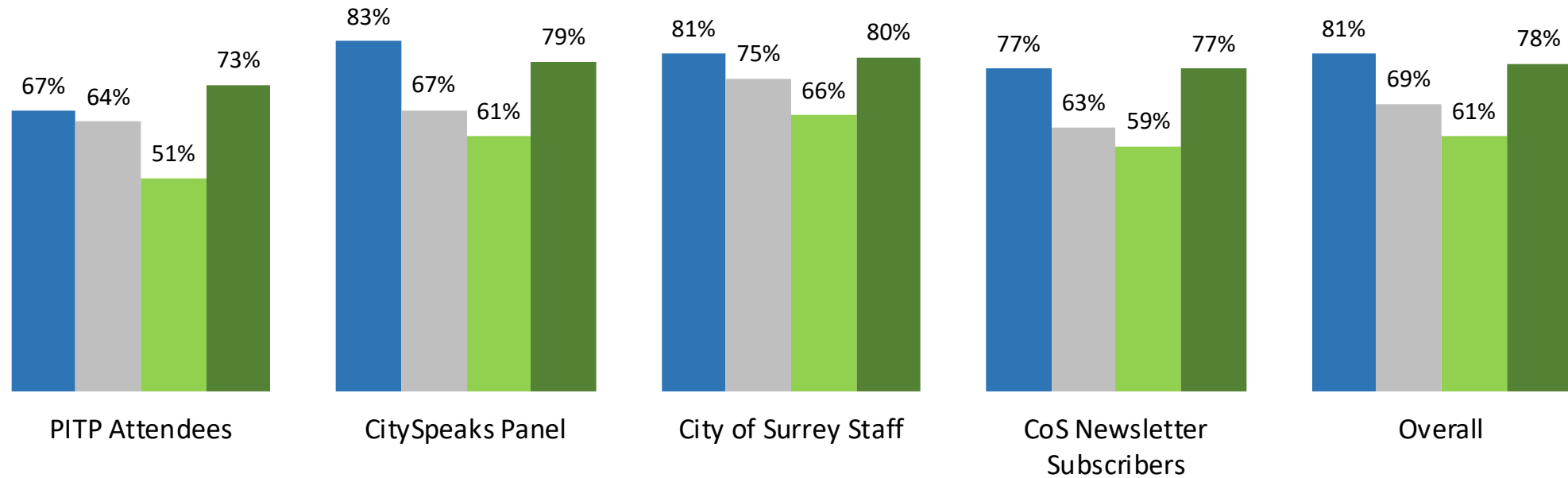
Total participants: 1085

Correct answer: True



## 5. The long term goals of Surrey City Energy are to:

- A. Secure renewable low-carbon alternative sources of heat that reduce emissions and lead to cleaner air
- B. Promote awareness of energy sustainability and consumption
- C. Increase resilience in our energy supply systems
- D. Support a sustainable energy future for the City of Surrey



Total participants: 1083

Correct answer: All of the above