

2020 Impact Report

A year of adaptation and unwavering commitment



veic

2020 Impact Report / A note from our CEO Rebecca Foster



Rebecca Foster
CEO of VEIC



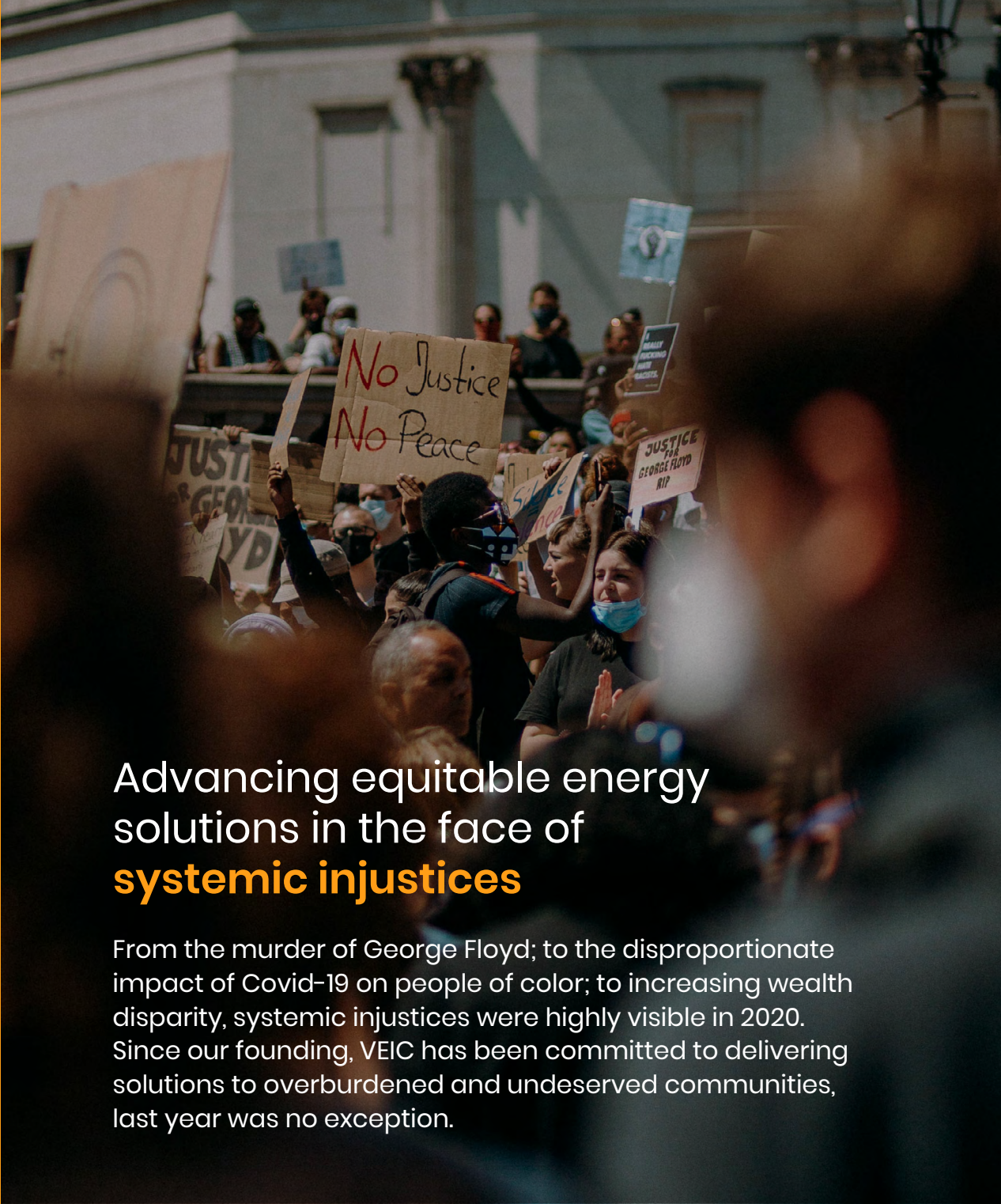
2020 was the ultimate lesson in adaptation and resilience. We had to show up differently – for our clients, for each other, for racial justice, for our communities. The shifts we made to keep showing up in the pursuit of our vision: Healthy Planet, Thriving People, made us a stronger organization, preparing us to take on the inevitable challenges ahead. I am incredibly proud of our performance in 2020 and our unwavering commitment to generating the energy solutions the world needs.

Within every challenge
we **build opportunity**



Remaining resilient during
a **global pandemic**

Covid-19 required unprecedented ingenuity and flexibility. VEIC adapted to a fully remote environment and evolved our programs to keep our communities safe and meet our clients' changing needs.



Advancing equitable energy solutions in the face of **systemic injustices**

From the murder of George Floyd; to the disproportionate impact of Covid-19 on people of color; to increasing wealth disparity, systemic injustices were highly visible in 2020. Since our founding, VEIC has been committed to delivering solutions to overburdened and undeserved communities, last year was no exception.



Deploying decarbonization strategies as **climate events become more severe**

In 2020 we experienced more extreme weather events than ever before. As the need for climate change mitigation becomes more urgent, we're focusing on decarbonization. In 2020 the new VEIC brand launched which was built around this commitment.



Our resilience resulted in one of our healthiest financial years and a more supported, productive culture.



Our values prompted us to establish new norms and goals internally and externally to advance energy justice in 2020.



Our climate imperative drove us to find clarity in how we support our clients in meeting their audacious and necessary environmental goals.

To secure the health of our people
and planet we must **go further, faster**



Our work in 2020 resulted in the reduction of **1,271,707** total lifetime metric tons of CO₂e.



Our clean energy programs were offered to over **480,000** people.



Over half of our program benefits were deployed in socially vulnerable communities.



Our clean energy programs served **9,042** low-income customers.



We served **65 clients across 25 states** and provinces through our consulting work.

Our work since 2000, over the lifetime of efficiency and renewable energy investments, will reduce GHGs by

107,951,264

METRIC TONS

That's equivalent to the electrical use of **19.6 million homes** in one year



Making an impact within each dimension of energy

Our services are designed to address all aspects of clean and sustainable energy solutions. With the help of our deep expertise across the energy system, our clients are able to achieve their goals now and for years to come.



Energy Efficiency

A cornerstone of decarbonization, our energy efficiency services are evolving to meet the moment.



Building Decarbonization

From multifamily homes to large-scale manufacturing operations, we're helping remove carbon from buildings across North America.



Transportation Electrification

We can't take on climate change without electrifying our buses and fleets. Our programs demonstrate the benefits of fuel switching.



Clean and Flexible Grid

Addressing increased demand and envisioning a pathway to a net zero future requires creative thinking and data-driven planning. We bring both to every client conversation.

We bring **equitable decarbonization solutions** to the people that need them most



Programs redesigned in response to Covid-19

To alleviate increased burdens on low-income customers, small and medium businesses, and nonprofit organizations, we shifted our customer engagement strategies, expanded our virtual offerings, and established new methods of delivering decarbonization services.

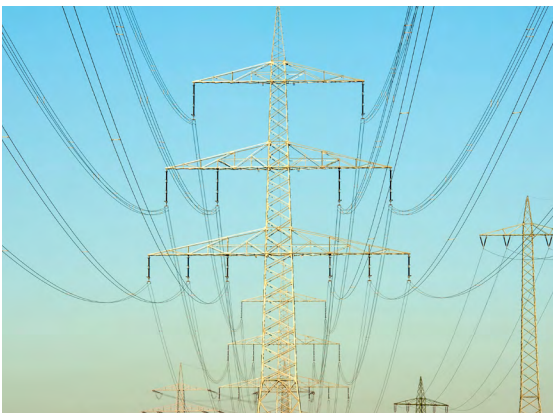
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Analyzing energy affordability

A first step toward developing equitable energy solutions is building a greater understanding of the impacts and sources of cost burdens. We analyzed spending on residential building energy and transportation in Connecticut to identify the most burdened communities and to determine what contributed most to their expenses.

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Electrification solutions for low- and moderate-income residents

VEIC was selected to support the development of a road map that identifies strategies and programs for electrifying residential spaces in New York, with a focus on single and multi-family housing for low- and moderate-income residents.

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Accelerating the clean energy transformation requires **proven innovation** and **scalable solutions**



Cutting carbon from refrigeration systems

The grocery industry has many opportunities to incorporate energy efficiency and reduce greenhouse gas emissions. We identified impactful areas to decarbonize grocery operations and designed an efficient system using natural refrigerants for a growing grocery company.

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Strategic energy management for improved manufacturing

Through our Strategic Energy Management program, our clients were able to integrate specific energy-saving techniques and improvements into manufacturing processes to boost energy efficiency and make a measurable impact on their energy consumption.

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New programming for transit bus procurement

VEIC was selected by the Federal Transit Administration to deliver a pilot program that will improve the way transit agencies acquire new vehicles, including electric transit buses.

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2020 Impact Report / A new way forward

As we look ahead to the remainder of 2021 and the years ahead, our imperative is clear. We must accelerate the development of innovative, effective, and human-centered decarbonization solutions. We're setting our sights on where we can effect the most change:



Urgency

Leading the way in the delivery of decarbonization solutions with the goal of rapidly reducing GHG emissions to mitigate climate change,



Partnerships

Building a culture of passionate people and partners working to make a thriving, sustainable world a reality.



Justice

Creating a more just and equitable world by ensuring that we serve marginalized people and dismantle systemic oppression.



Further. **Faster.**

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