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# Heat and Public Safety Research Memoranda & Results of the 2025 '*Cold Weather, Hot Weather, and Your Hydro Bills*' Community Energy Survey

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Delivered as part of the ongoing  
*Climate Safe, Green City* project

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We wish to acknowledge this land on which the Manitoba Eco-Network office operates. The Manitoba Eco-Network is located in Treaty One Territory, the lands of the Anishinaabeg (Ojibwe), Ininew (Cree), Anisiniwak, and Dakota Peoples, and the National Homeland of the Red River Métis. Our drinking water comes from Shoal Lake 40 First Nation in Treaty Three Territory and our hydroelectricity is primarily sourced from First Nation communities along the Nelson River in Treaty Five Territory.

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## WHAT IS THE 'CLIMATE SAFE, GREEN CITY' PROJECT?

### OVERVIEW

The focus of this project is to build on our neighbourhood partners existing environmental capacity, allowing them to increase climate resiliency within the areas they serve. A climate resilient community is one that can actively prepare for changes to the local climate, respond to its effects, and continue to thrive under evolving environmental circumstances.

### COMMUNITY PARTNERS

#### Spence Neighborhood Association (SNA)

The Spence Neighbourhood Association was started by five volunteers in 1997 as a non-profit housing group. Today, they work with the people in the Spence Neighbourhood to revitalize and renew their community in the areas of Holistic Housing, Community Connecting, Community Economic Development, Environment and Open Spaces, and Youth & Families. Through the dedicated efforts of staff and volunteers, SNA now care-takes sixteen different Green Spaces / community gardens across the Spence neighbourhood. ([SNA, 2025](#)).

#### West Broadway Community Organization (WBCO)

West Broadway Community Organization is a not-for-profit, charitable organization working to coordinate and support social, economic, and environmental development efforts in Winnipeg's West Broadway neighbourhood. They work with neighbours, community-based organizations, businesses, government, and other stakeholders to achieve community goals prioritized through regular, intensive consultation and planning efforts. The WBCO care-takes seven community garden sites across the West Broadway neighbourhood. ([WBCO, 2025](#)).

#### West End Resource Center (WERC)

The West End Resource Centre is a community-driven not-for-profit Neighbourhood Renewal Corporation that serves the Daniel McIntyre and St. Matthews neighbourhoods in the West End of Winnipeg, MB. Their mission is to empower the community of Daniel McIntyre / St. Matthews to achieve social, cultural, economic and environmental well-being. The West End Resource Center has run several environmental initiatives in their community, including four community garden sites ([WERC, 2025](#)).

## ENERGY SURVEY - 'COLD WEATHER, HOT WEATHER, AND YOUR HYDRO BILLS' (2025)

### WHAT IS 'ENERGY POVERTY'?

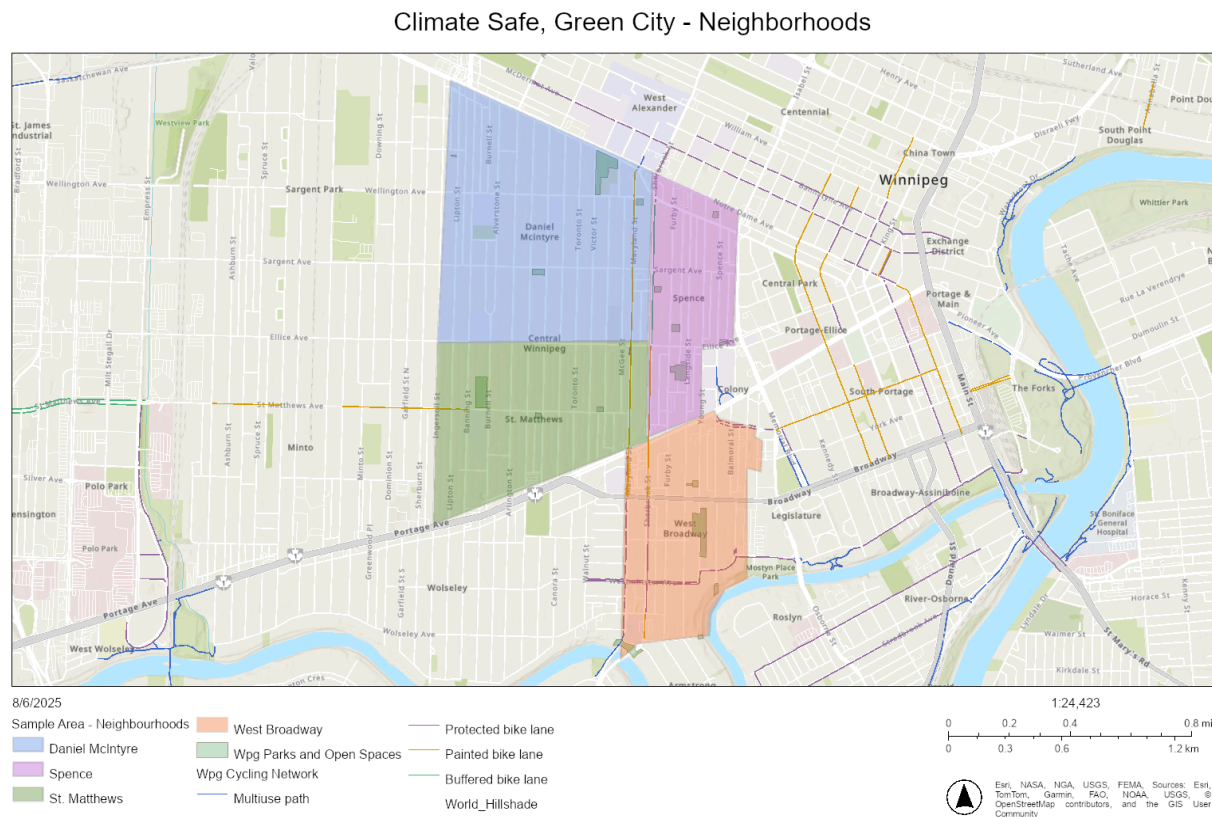
Efficiency Canada defines energy poverty as a situation "where a household is unable to access adequate energy to maintain well-being at home" and where a household spends 30% of its housing cost on energy alone ([Efficiency Canada, 2024](#)). GIS maps published by Efficiency Canada show that over 116,520 households in Manitoba (22%) are at risk of experiencing some level of energy poverty as of April 28, 2025 ([Efficiency Canada, 2025](#)).

### METHODOLOGY & SAMPLE NEIGHBOURHOODS

Manitoba Eco-Network (MbEN) designed a voluntary response survey intended to generate a sample of neighbourhood residents from Daniel McIntyre, St. Matthews, Spence, and West Broadway.

Responses resulted in a sample of 142 residents across 92 residential postal codes between February and June 2025. The survey was advertised on social media and by physical flyers at SNA, WBCO, and WERC. The SurveyMonkey online platform to host it, and to conduct all statistical analysis.

**Figure 1**  
**Map of Survey Sample Area**



*Note: Manitoba Eco-Network (2025). Map built from multiple 'Winnipeg Open Data' layers using ESRI's ArcGIS online mapping and analytics tool.*

## Survey Instrument & Purpose

The United Nations defines climate resilience in three categories: (1) resilient people & livelihoods, (2) resilient business & economy, and (3) resilient environmental systems ([MPGCA, 2020](#)). The *Cold Weather, Hot Weather, and Your Hydro Bills* survey focuses on the second category. The residential areas served by the CSGC project are all considered high poverty neighbourhoods within the City of Winnipeg ([Winnipeg, Maps of Higher Poverty Areas](#)). With increasing global temperatures, there is a rising concern about low-income residents' capacity to afford increased energy bills, and about the negative health impacts faced by those who may be unable to afford this increased demand for heating and cooling. ([Doremus, et al., 2022](#)).

Survey questions were developed with feedback from those experts mentioned below in order to:

- A. Assess CSGC resident's perceived ability to afford their energy bills and the financial vulnerabilities they were facing because of climate driven cost increases
- B. Gain insight into how residents were self-mitigating exposure to extreme heat or extreme cold, both inside and outside the home, and
- C. Give a voice to community-led adaptive solutions within a policy and advocacy framework.

Put plainly, we wanted to learn about people's experiences with trying to cover their energy bills each month, understand how people are able to prioritize these bills, and hear about how people are dealing with temperatures in a changing climate. This would give us a meaningful picture of the limitations and vulnerabilities that residents face and help inform any changes that could be made by the City or Provincial governments.

The survey instrument was designed in 2024 by primary author Alexandra Caporale, with brief consultation from Karen Windatt and Vanessa Russell staff members at Efficiency Manitoba, Mary Agnes Welch principal at Probe Research, and University of Winnipeg professor Dr. Patricia Fitzpatrick (Dept of Geography).

## Responses

This survey was developed to promote comfortable levels of equitable and accessible engagement from members of the selected communities. The survey instrument was designed to meet respondent levels of participation 'where they were at,' by allowing them to skip any questions they felt unwilling and/or unable to answer.

- ❖ For the purpose of this report '**SURVEY RESPONDENTS**' shall refer to the entire group of **142** survey participants. Ex: "Of the survey respondents..." (base = SR)
- ❖ For the purpose of this report '**QUESTION RESPONDENTS**' shall refer to the total number of responses we received from a particular question. Ex: "When asked '.....', % of question respondents..." (base = QR)

## KEY FINDINGS

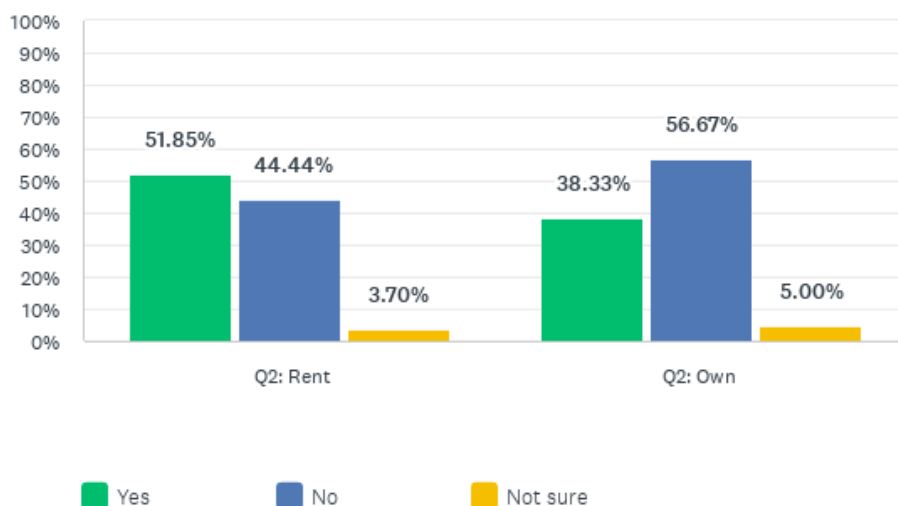
### Affordability: Renters vs Homeowners

The results of our survey (*base = 142*) indicated both renters and homeowners experience the impacts of energy poverty. When asked about their living situation, 47.14% of question respondents identified as homeowners, and 51.43% identified as renters (*base = 140*). We also asked renters if heat was included as a part of their monthly rent payment. Question respondents showed that a majority of renters (63.38%) pay their energy bills as a separate utility cost from their monthly rent. (*base = 71*).

Question respondents were then asked *“Have you ever had to choose between your hydro bills and other costs of living in the last 5 years?”* Results (shown in the chart below) revealed that “YES” answers included renters (51.85%) and Homeowners (38.33%) alike (*base = 87*) but also showed that affordability concerns affected renters at a higher rate than homeowners.

**Figure 2**

*Survey Question 7: Renter vs Homeowner Data*



*Note: Manitoba Eco-Network (2025). ‘Cold Weather, Hot Weather, and Your Hydro Bills’ Community Energy Survey. Analysis completed using SurveyMonkey.*



Authors Riva, Makasi, Dufresne, O'sullivan, and Toth note this gap in affordability as a cross-country issue, stating that "In comparison to homeowners with a mortgage, energy poverty is significantly higher for renters in urban centres." ([Riva et al., 2021](#)). One reason for this could be that landlords with tenants who pay utility bills typically under-invest in energy efficiency upgrades to their rented units. ([Melvin, 2018](#)).

### Seasonal and Financial Variations to Energy Poverty

Part of our survey was designed to assess the seasonal variations of energy poverty. We asked participants if they could *"...easily afford to pay the hydro bills that help you keep your home at a comfortable temperature when the weather is very cold/very hot? Comfort means whatever it means to you, using any number of ways to regulate temperature."* Their answers showed that:

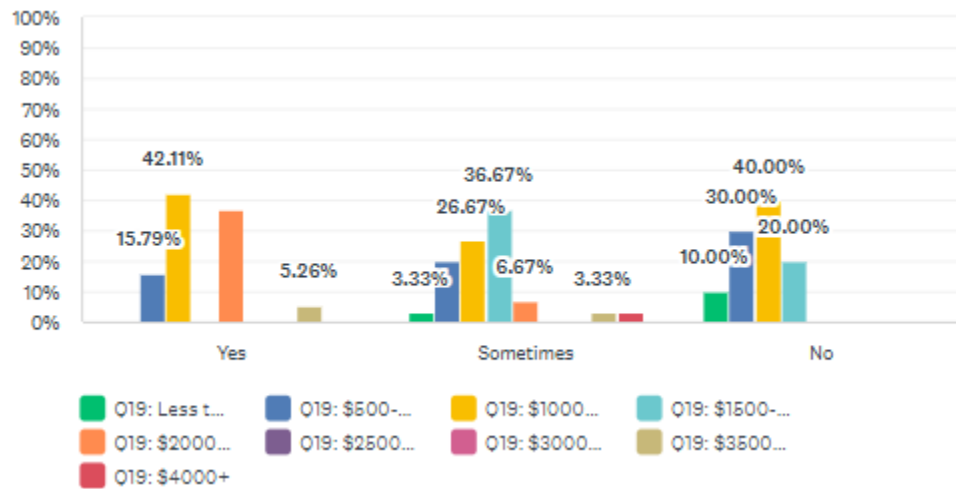
- ❖ 65.17% of question respondents struggled to afford their hydro bills during very cold weather. (40.45% = "sometimes", 24.72% = "no", base = 89).
- ❖ 52.81% of question respondents struggled to afford their hydro bills during very hot weather. (35.96% = "sometimes", 16.85% = "no", base = 89).

Looking at those who reported receiving an income, we found that 79.21% of question respondents made \$2000 or less in the past two-weeks after tax. (base = 82). We then compared income responses to seasonal variations in energy poverty.

When asked if they could keep their home at a comfortable temperature during very *cold* weather, we saw that those earning between \$1000-1500 and \$1500-2000 were having the hardest time keeping their home's ambient temperature regulated.

**Figure 3**

*Survey Question 5: Response Data by Income - Cold Weather*

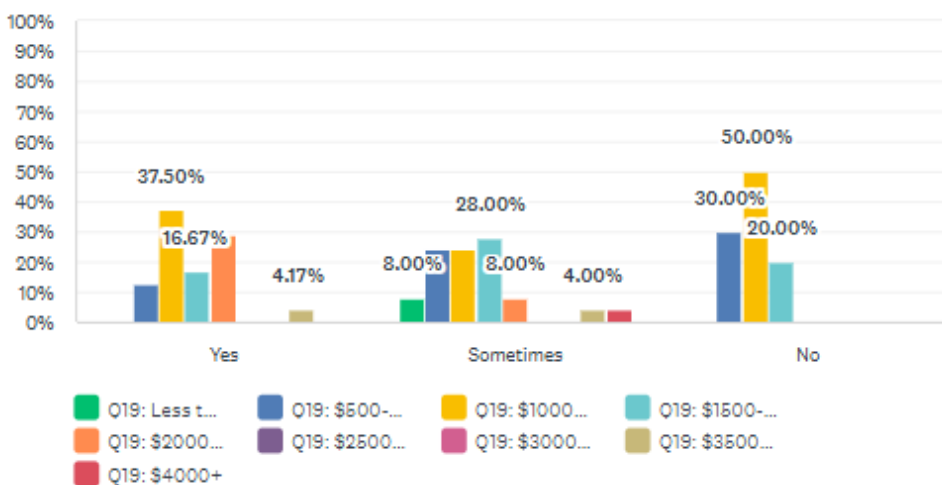


Note: Manitoba Eco-Network (2025). 'Cold Weather, Hot Weather, and Your Hydro Bills' Community Energy Survey. Analysis completed using SurveyMonkey.

When asked if they could keep their home at a comfortable temperature during very *hot* weather we saw that those in the \$500-\$1000 and \$1000-1500 ranges were again those struggling the most.

**Figure 4**

*Survey Question 6: Response Data by Income - Hot Weather*



Note: Manitoba Eco-Network (2025). 'Cold Weather, Hot Weather, and Your Hydro Bills' Community Energy Survey. Analysis completed using SurveyMonkey.

While our survey was not able to capture the exact cost of each respondent's energy bills, we find it important to note in this context that Statistics Canada defines a household as 'energy poor' when *"the dwelling('s) energy bills (which, in the case of the census, include electricity and fuel costs) are greater than or equal to 10% of the household after-tax income."* ([Dionne-Laforest et al., 2024](#)).

### Impacts At Home & To Public Health

When asked the question "How has very cold or very hot weather impacted you in your home?" 85.91% of survey respondents (base = 142) answered as having experienced negative impacts as a result of extreme outdoor temperatures affecting their home. Question respondents (base = 122) answered selected multiple choice answers, allowing them to note any negative temperature impacts they were experiencing at home.

51.64% said very cold or very hot weather made their homes feel uncomfortable, and that their bills for hydro or gas had gone up because they were trying to regulate their homes temperature. 33.61% noted difficulty sleeping (issues with falling and/or staying asleep), and 18.85% said they experienced worsened symptoms of a chronic illness and/or disability as a result of extreme outdoor temperatures.

Health related concerns were also reflected in our respondent data. Respondents of the above question also reported the people in their household feeling mentally and/or physically unwell as a result of non-optimal ambient temperatures (18.85%), that they themselves felt unwell more frequently (17.21%), and that many respondents shared concerns for their health and/or safety because of the temperature (13.93%).

Research provided to the Eco-Network by Mike Bagamery identified several studies and reports about the harms that non-optimal ambient temperatures can have on human health. The Canadian Climate Institute's report on British Columbia's 2021 heatwave is one such example. The report identified the deaths of 619 people as being directly caused by heat-exposure between June 25 and July 2nd, 2021, further emphasizing the serious health

impacts that can be experienced as a result of extreme temperatures. The report also highlights the importance of having clear clinical procedures and/or guides for healthcare professionals to reference when treating heatwave victims en masse. ([Beugin, Clark, Miller, Ness, Pelai, & Wale, J., 2023](#)).

### Current Mitigation Solutions: Splash Pads & Public Facilities

In light of these affordability issues and community health concerns, it was important to provide insight on how survey area residents are currently choosing to prevent their own extreme heat exposure.

We focused on the use of public City facilities, or any other publicly accessible indoor locations. Survey respondents were asked *“If you go somewhere other than your home to stay cool in the summer, where do you go?”* Multiple choice answer options were designed to provide an understanding of which public locations were being utilized by West End residents during periods of extreme heat. Answers provided by question respondents (*base* = 102) showed Pools and Splash Pads as the most popular choice (51.96%). Other options included public businesses such as malls or theatres (50.98%), parks or green spaces (47.06%), and public facilities such as community centres or libraries (31.37%), etc. Spaces like this are crucial to creating climate resilient communities. Having a place for respondents to self-mitigate during periods of heat exposure when people are struggling to do so at home can prevent temperature related illness. Health Canada’s [Fact Sheet: Staying Healthy in the Heat](#) specifically highlights pools and splash pads as a solution for Canadians to protect themselves against temperature related illnesses like heat exhaustion or heat stroke ([Government of Canada, 2024](#)).

Survey respondents were also given the space to leave longform answers about where they would normally go to stay cool. Participants also noted the lack of accessible neighbourhood options other than spray pads and wading pools. Respondents without children shared that these spaces were not always open to all, either through written rule or negative social impacts. The City of Winnipeg website notes that at many spray pads ‘Adults must be accompanied by children’ to be able to use certain facilities ([Winnipeg, Spray pads, n.d.](#)),

and that wading pools are ‘for children 12 and under and their parent(s)/guardian(s) to enjoy’ ([Winnipeg, Wading pools, n.d.](#)). Respondents felt that they would face public criticism or social backlash from parents of young children if they tried to use splash pads or wade pools by themselves. This accessibility issue was a concern for young adults, parents whose dependants only lived with them part time, and seniors alike.

## ANALYSIS & RECOMMENDATIONS

### COOLING CENTERS

In emergent studies, spaces where people can go to escape the rising local temperatures are often referred to as “cooling centres.” Our research indicates that there is no formal definition for cooling centres in Canada, but within literature they are generally understood to include:

- ❖ air-conditioned indoor spaces that can be regulated to 15 degrees below outdoor temperatures, or
- ❖ public outdoor facilities like pools, splash pads, and green spaces with shaded canopies in the form of large open air tents or heavy tree cover.

Options for cooling centres that are actually inside the areas of Daniel McIntyre, St. Matthews, Spence and West Broadway are slim. There are no movie theatres, no indoor shopping malls, and no public libraries within the neighbourhood's boundaries.

We do want to note that while there are spaces like libraries positioned around the outside borders of these neighbourhoods, it was important for this report to observe accessibility through the lens of the sample area itself. This allowed us to take into consideration individuals who may have physical impairments, and those who may not have access to private or public transportation.

In order to be effective, cooling centres such as splash pads and wade pools need to be “on well-trafficked routes, near publicly available bathrooms and washing stations, and staffed by friendly volunteers who know first aid” so they can be utilized more frequently by larger

portions of the local community ([Junker et. al., 2024](#)). Researchers stress the importance of cooling centres needing to be safe and welcoming places for all people who need access to them ([California \(n.d.\)](#); [Dohig, 2025](#); [Mazzone, 2024](#); [O'Toole, 2023](#)).

The City of Winnipeg's *Multi-year budget 2024-27* includes plans to decommission 3 pools, 20 outdoor wading pools and to replace them with 10 new splash pads, as splash pads are cheaper to operate and maintain owing primarily to lower staffing costs ([Petz, CBC News, Feb. 7, 2024](#)).

The Kinsmen Sherbrook location is the only pool within the survey sample area, although the Cindy Klassen Pool is an alternative for residents with access to transportation. Both of these pools generally charge admission (with limited free swim hours), which can sometimes negatively impact accessibility for low income residents. Moreover, Kinsmen Sherbrook Pool has recently seen cutbacks to its summer morning lap hours, reducing the hours of an accessible inner-city pool ([Mackintosh, The Leaf, May 17, 2025](#)).

The City of Winnipeg Multi-year budget 2024-27 did make some investments in expanded library hours, ([CBC News, Feb. 24, 2024](#)), but we feel they could be expanded further. We also know that extreme weather doesn't respect calendars, and none of the libraries that are near the study area are open on Sundays ([Winnipeg, Library locations and hours, n.d.](#)). We also acknowledge the challenging budget that Winnipeg (and other municipalities) face, so we call on all levels of government to invest more, as the City of Winnipeg cannot do it alone.

**Recommendation #1: Invest in more locations and longer hours for public spaces such as libraries, recreational facilities, pools, splash pads.**

Due to the problems highlighted above with the location and accessibility of existing cooling centres, there appears to be a need for Winnipeg to review its safety and accessibility policies with respect to cooling centres. Further research in this area is needed, but potential solutions could include: providing seasonal senior programming at public libraries with

emergency medical staff present onsite, suspending admission costs at city pools during days of extreme heat, and expanding hours at these crucial public facilities per our first recommendation. ([Junker, T et al., 2024](#); [California, n.d.](#)).

**Recommendation #2: Review and update safety and accessibility policies with respect to cooling centres such as libraries and recreational facilities.**

Authors Quick, Christidis, Olaniyan, and Newstead note the importance of cooling centres being within a maximum walking distance of 15-minutes from any given residence to ensure adequate spatial accessibility for users. In order to make cooling centres in the West end more accessible, Winnipeg could implement green pedestrian corridors that connect these cooling centres via a network of protected bike lanes and shaded walkways. Such corridors have been shown to increase air quality and by proxy the health of urban residents who have access to them. ([Quick et al., 2023](#)).

A study completed in the Toronto metropolitan area in 2016 provides supporting evidence to public health and safety benefits of this recommendation, with their results showing that neighbourhoods with less than 5% tree canopy experienced five times as many heat-related emergencies than neighbourhoods with more than 5% total tree canopy and nearly fifteen times as many heat-related calls as areas with greater than 70% tree canopy cover. The data suggest that even a marginal increase in the tree canopy cover could reduce heat-related ambulance calls by approximately 80%. ([Graham, et al., 2016](#)). For example, the neighbourhoods of Daniel McIntyre and St. Matthews could benefit from a '*West-Central Shade Loop*' connecting Greenway School & the Valour Community Center Orioles site, General Wolfe School, Daniel McIntyre Collegiate Institute, Jacob Penner Park, and John M. King school.

**Recommendation #3: Create more green spaces that connect community hubs/cooling locations (e.g., West-Central Shade Loop)**

## ASSISTANCE AND SUBSIDY PROGRAMS

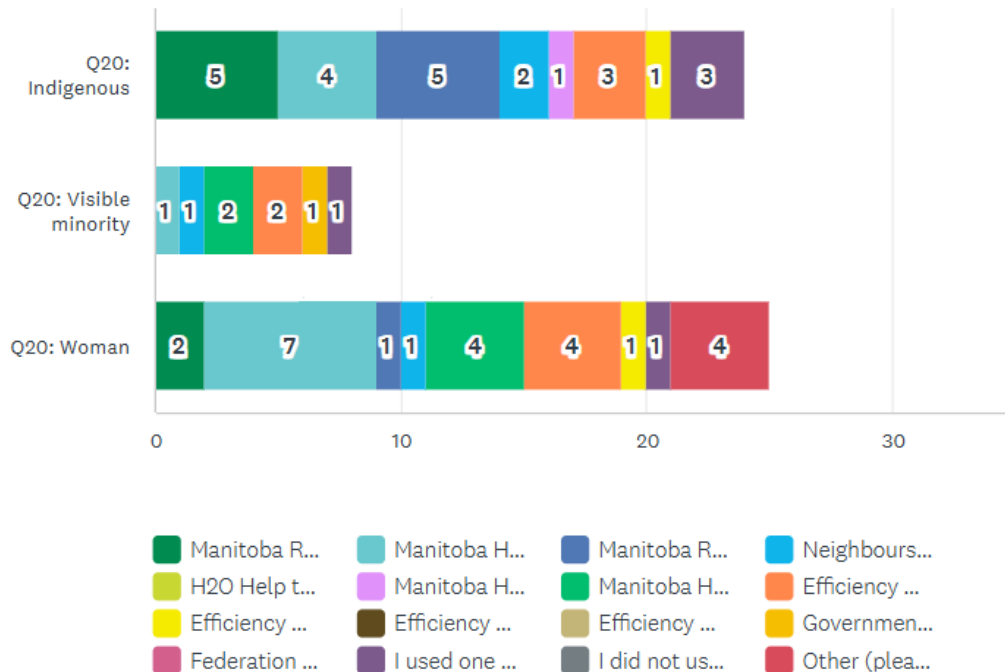
Assistance and subsidy programs for renters and homeowners are shown to play a crucial role in preventing household energy poverty. When asked about such programs, 49.55% of question respondents said they had accessed some form of public government or corporate assistance related to their household's energy costs within the last five years (*base* = 89). Results showed that the most used programs included Manitoba Hydro's *Equalized Payment Plan*, Efficiency Manitoba's *Energy Efficiency Program*, and Manitoba Rent Assist. In longform answers survey respondents expressed frustration at the perceived lack of support available to renters, or to low-income homeowners who didn't feel able to consider home improvements like heat pumps or new windows as financially available options. Homeowners also reported their houses needing other, larger repairs such as energy efficient HVAC systems or replacing 'antique' forms of insulation.

We also compared data from subsidy and assistance program usage to answers from survey respondents who self-identified as belonging to a socially vulnerable group, based on factors like gender or belonging to the global majority (*base* = 30) where survey respondents could select multiple choice options for any of the programs they had used. Among those social groups, we found that *Manitoba Hydro Equalized Payment Plan* was most accessed among women (*base* = 25), the *Manitoba Rent Relief Fund* and the *Manitoba Rent Assist* programs were most accessed among Indigenous respondents (*base* = 24), and the two *Energy Efficiency Manitoba* programs were the most accessed by those those who identified as belonging to the global majority (*base* = 8).



**Figure 5**

*Survey Question 10: Accessed Support Data by Social Identifiers*



Note: Manitoba Eco-Network (2025). 'Cold Weather, Hot Weather, and Your Hydro Bills' Community Energy Survey. Analysis completed via SurveyMonkey platform.

This points to the need for further incentive programs to help homeowners and landlords to improve the energy efficiency of buildings, particularly for older buildings. A full review of these needs is beyond the scope of this report, but we note that a recent report [Manitoba Builds Green: opportunities for transformational retrofits](#) (Rempel et. al, 2024) provides numerous helpful recommendations, as does the [Memorandum by Pankratz and Adegbesan \(2025\)](#).

**Recommendation #4: Further incentive programs to help homeowners and landlords to improve the energy efficiency of buildings, particularly for older buildings.**

## PROVINCIAL AND MUNICIPAL LIMITS ON INDOOR TEMPERATURES

Pro-Bono law students Esther Adebekan and Luke Pankratz note that, in order to protect residents from conditions of extreme heat, several jurisdictions in the United States have implemented by-laws that set limits on indoor temperatures for rental units during the hot summer months. This includes Montgomery County, Maryland; Tempe, Arizona; and Dallas, Texas. In Canada, the City of Hamilton, Ontario, and the municipality of New Westminster, British Columbia, are two examples where local governments have also proposed municipal by-laws that limit maximum indoor temperature to 26°C (although those by-laws have not yet been passed). In Manitoba, we do not yet have comparable municipal by-laws or provincial legislation that places limits on maximum housing temperatures during hot periods.

In Winnipeg, the City of Winnipeg [Neighbourhood Liveability By-Law](#), (s. 43) sets heating standards. Dwellings are required to be connected to a heating system, with minimum daytime and evening temperatures for dwellings of 21° C and 18° C respectively. This provides protection from cold during the winter, but the city has yet to adopt amendments that set a maximum housing temperature during the summer.

According to the [Prairie Climate Centre's Climate Atlas](#) the number of summer days (days with temperatures above 25°C) in Winnipeg is expected to increase from 57 days to 81-101 days per year, depending on future carbon emission levels ([Climate Atlas of Canada](#)). Winnipeg needs to adapt to the reality of a warming planet. Winnipeg could leapfrog Hamilton and New Westminster and become the first jurisdiction in Canada to provide maximum temperature protection by adding cooling standards into the [Neighbourhood Liveability By-Law](#) that limit indoor heat temperatures to a maximum of 26°C.

**Recommendation #5: Winnipeg should amend the *Neighbourhood Liveability By-Law* to include cooling standards that limit maximum indoor heat temperatures to 26°C to protect residents in a warming world.**

At the provincial level in Manitoba, heating requirements are found in section 17(1) of the [Dwellings and Buildings Regulation](#) under [The Public Health Act](#), which similarly require minimum temperatures of 21°C during the day and 18.3°C overnight. The [Dwellings and Buildings Regulation](#) also requires dwellings to provide adequate heating, ensure the heating is in good working order, and that heating systems are installed safely. There appears to be an opportunity to amend the [Dwellings and Buildings Regulation](#) to set maximum heat limits of 26°C and ensure cooling systems are safely installed and operational to protect public health during waves of extremely hot weather.

**Recommendation #6: Manitoba should amend the regulations under *The Public Health Act* to include cooling standards that limit maximum indoor heat temperatures to 26°C to protect residents in a warming world.**

If a rental property provides air conditioning then a landlord is required to maintain the air conditioning unit in a good state of repair (see: [The Residential Tenancies Act](#), s. 59, 60, and 61), but further clarity could also be provided by explicitly including cooling in extreme heat as a vital service in ss. 60(1). The Residential Tenancies Branch is already updating its [Policies and Procedures Guidebook](#). We note that an entire sub-section is currently devoted to [Heating Equipment and Fireplaces](#), but there is no comparable sub-section with respect to cooling for tenants. This provides an opportunity to provide updated policies and procedures with respect to cooling standards, particularly in periods of extreme heat.

**Recommendation #7: Manitoba should amend s. 60(1) of *The Residential Tenancies Act* to explicitly include cooling in extreme heat as a vital service for renters, and direct the Manitoba Residential Tenancies Branch to update its policies and procedures to provide clarity and protect renters from the impacts of extreme heat.**

## CONCLUSION

Our analysis focused on taking all of these survey responses, hearing people's concerns, hearing their own ways of problem solving, and applying our own research capacity to amplify what respondents were saying. Good community advocacy only works if it doesn't 'find' solutions, it works when organizations allow themselves to be informed by the communities themselves, who best know what solutions are needed. No one can better understand a need than the one who is needing. What we heard from our communities through this survey is that people are struggling to pay their energy bills, which is putting the physical and financial health of their households at risk. What those people told us is they need access to financial support, spatially equitable access to safe and well supported public facilities, and to be protected by their government through changes in policy.

## APPENDICES

### APPENDIX A - Bibliography & Further Reading

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## APPENDIX B - Policy Reform Recommendations

**Recommendation #1:** Invest in more locations and longer hours for public spaces such as libraries, recreational facilities, pools, splash pads.

**Recommendation #2:** Review and update safety and accessibility policies with respect to cooling centres such as libraries and recreational facilities.

**Recommendation #3:** Create more green spaces that connect community hubs/cooling locations (e.g., West-Central Shade Loop)



**Recommendation #4:** Further incentive programs to help homeowners and landlords to improve the energy efficiency of buildings, particularly for older buildings.

**Recommendation #5:** Winnipeg should amend the *Neighbourhood Liveability By-Law* to include cooling standards that limit maximum indoor heat temperatures to 26°C to protect residents in a warming world.

**Recommendation #6:** Manitoba should amend the regulations under *The Public Health Act* to include cooling standards that limit maximum indoor heat temperatures to 26°C to protect residents in a warming world.

**Recommendation #7:** Manitoba should amend s. 60(1) of *The Residential Tenancies Act* to explicitly include cooling in extreme heat as a vital service for renters, and direct the Manitoba Residential Tenancies Branch to update its policies and procedures to provide clarity and protect renters from the impacts of extreme heat.

## APPENDIX C - Energy Poverty Survey Promotional Community Flyer



# Survey Opportunity!


Is your home uncomfortable when it's very cold or very hot outside?

Do you worry about paying for heat or hydro when the weather is very cold or very hot?


If you live in **West Broadway, Spence, St. Matthews,** or **Daniel McIntyre** neighbourhoods, we want to hear from you!

Your neighbourhood community organization is partnering with Manitoba Eco-Network to learn about how extreme temperatures affect community members in their homes.


We want to hear from you about how you experience very cold winters and very hot summers in your home. We also want to learn if your bills cause hardship for you when you try to keep your home a comfortable temperature.







When you fill out the survey, enter to win a \$100 grocery gift card!



Limited paper copies of the survey are available at your community organization



<https://www.surveymonkey.com/r/68FMXLQ>



APPENDIX D - *Energy Poverty Survey Questions***Cold Weather, Hot Weather, and Your Hydro Bills****Cold Weather, Hot Weather, and Your Hydro Bills****Thanks for your interest in our survey!****The purpose of this survey is to understand more about things such as:**

- **Is your home uncomfortable when it's very cold or very hot outside?**
- **Do you worry about paying for heat or hydro when the weather is very cold or very hot?**

**This survey is only for the residents of West Broadway, Spence, St. Matthews, or Daniel McIntyre neighbourhoods. If you are not a resident of one of these neighborhoods we kindly ask that you do not complete this survey.**

**If you choose to take part in the survey:**

- **You will have the option to enter a draw for a \$100 grocery gift card (only residents of West Broadway, Spence, St. Matthews, or Daniel McIntyre are eligible, with three grocery cards in total being available).**
- **The survey will take about 10 minutes of your time.**
- **We will keep your responses confidential and anonymous. You will not be identified in any findings or publications resulting from this work. No identifiable individual data will be shared as part of this research.**
- **The research is being conducted by the Manitoba Eco-Network, and the findings of our research may be published on our website or elsewhere.**

**If you chose to continue with the survey, you are consenting to the conditions above. If you have any questions about the research, please contact Allie Caporale at [info@mbeconetwork.org](mailto:info@mbeconetwork.org).**

## Cold Weather, Hot Weather, and Your Hydro Bills

\* 1. What is your FULL 6 digit postal code?

2. Do you rent or own your home?

☐ Rent

☐ Own

☐ Other (please specify)

3. If you rent, is your heat included in your monthly rent?

☐ Yes

☐ No

☐ I don't rent

☐ Other (please specify)

4. Do you pay the hydro and/or heat bills by yourself or do you share the hydro bills with others in your household?

- ☐ I pay the hydro and/or heat bills by myself
- ☐ I share the cost of hydro and/or heat bills with others within my household
- ☐ I do not pay any hydro bills
- ☐ Other (please specify)

5. Can you easily afford to pay the hydro bills that help you keep your home at a comfortable temperature when ***the weather is very cold***? Comfort means whatever it means to you, using any number of ways to regulate temperature.

- ☐ Yes
- ☐ Sometimes
- ☐ No
- ☐ Not sure

6. Can you easily afford to pay the hydro bills that help you keep your home at a comfortable temperature when ***the weather is very hot***? Comfort means whatever it means to you, using any number of ways to regulate temperature.

- ☐ Yes
- ☐ Sometimes
- ☐ No
- ☐ Not sure

7. In the past 5 years, have you ever had to choose between hydro bills and other costs of living?

- ☐ Yes
- ☐ No
- ☐ Not sure

8. In the past 5 years, have you ever missed paying a hydro bill due to an inability to pay?

- ☐ Yes
- ☐ No
- ☐ Not sure

9. In the past 5 years, have you ever had a utility shutoff because of a missed hydro bill?

- ☐ Yes
- ☐ No
- ☐ Not sure

10. In the past 5 years, have you ever accessed any of the following supports to cover your rent and/or utilities? Check all that apply:

- ☐ Manitoba Rent Relief Fund
- ☐ Manitoba Hydro Equalized Payment Plan
- ☐ Manitoba Rent Assist
- ☐ Neighbours Helping Neighbours (Salvation Army & Manitoba Hydro) to help with Manitoba Hydro bill
- ☐ H2O Help to Others (Salvation Army & City of Winnipeg) to help with water bills
- ☐ Manitoba Hydro staff, and/or a social worker or housing worker to address Hydro arrears
- ☐ Manitoba Hydro Home Energy Efficiency Loan Program for retrofits
- ☐ Efficiency Manitoba Energy Efficiency Program
- ☐ Efficiency Manitoba Energy Rebate Program
- ☐ Efficiency Manitoba In-Suite Energy Efficiency Program
- ☐ Efficiency Manitoba Building Envelope Program
- ☐ Government of Manitoba Green Energy Equipment Tax Credit program
- ☐ Federation of Canadian Municipalities' Sustainable Affordable Housing Program for retrofits, upgrades and renewables
- ☐ I used one or more of these, but I don't recall which ones
- ☐ I did not use any of these programs
- ☐ Other (please specify)

11. What is something that would help you and your household afford your energy costs?



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12. How has very cold or very hot weather impacted you in your home?

- ☐ My home is uncomfortable
- ☐ I avoided going home so I could be somewhere with a more comfortable temperature
- ☐ I avoided inviting people over because it is uncomfortable
- ☐ I was worried about my health or safety because of the temperature
- ☐ I am not able to concentrate
- ☐ I was not able to be active or do anything
- ☐ I had trouble falling asleep or staying asleep
- ☐ I feel sick more often because of the temperature
- ☐ I have chronic illness/disability and the extreme cold or hot temperature makes my symptoms worse
- ☐ I feel more emotional because of the temperature
- ☐ The people in my household don't feel well (mentally or physically)
- ☐ My bills for hydro or gas have gone up because I was trying to regulate the temperature
- ☐ Other (please specify)

13. How do you try to keep comfortable at home if it is **hot outside**? Check all that apply?

- ☐ Open my windows
- ☐ Electric fan or fans
- ☐ Hand fan or fans
- ☐ Air conditioning
- ☐ Covering windows with shades or curtains
- ☐ Covering windows with foil
- ☐ Awnings over my windows
- ☐ Closing off certain rooms
- ☐ Spray bottles or misters
- ☐ Using cold packs
- ☐ Make ice in a freezer
- ☐ Buy ice at the store
- ☐ Cool showers or baths
- ☐ Wear lighter, looser clothes
- ☐ Wear natural fibres
- ☐ Drink water
- ☐ Avoid alcoholic drinks
- ☐ Avoid caffeine
- ☐ Avoid sugary foods and drinks
- ☐ I don't have anything to keep cool at my home
- ☐ Other (please specify)

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14. How do you try to keep comfortable at home if it is **cold outside**? Check all that apply

- ☐ Space heater
- ☐ Baking and cooking more often
- ☐ Consuming hot food and beverages
- ☐ Wearing more clothing
- ☐ Using instant heat pouches for your hands and feet
- ☐ Covering windows in plastic
- ☐ Covering windows in foil
- ☐ Closing off certain rooms
- ☐ Carpeting and rugs on the floor
- ☐ Curtains or blankets on the walls
- ☐ Hot water bottles
- ☐ Hot showers or baths
- ☐ Electric heating pads
- ☐ Lighting candles
- ☐ Going to bed early
- ☐ I don't have anything to keep warm at my home
- ☐ Other (please specify)

15. If you go somewhere other than your home ***to stay warm in the winter***, where do you go? Check all that apply:

- ☐ A place of business, such as a mall or theatre
- ☐ A house of worship
- ☐ A public facility, such as a community centre or library
- ☐ A shelter
- ☐ A health care facility
- ☐ The home of a family member or friend
- ☐ I wanted to go to a warming place but could not access it
- ☐ Other (please specify)

16. If you go somewhere other than your home ***to stay cool in the summer***, where do you go? Check all that apply:

- ☐ A place of business, such as a mall or theatre
- ☐ A house of worship
- ☐ A public facility, such as a community centre or library
- ☐ A shelter
- ☐ A health care facility
- ☐ The home of a family member or friend
- ☐ A pool or splash pad
- ☐ A park or green space
- ☐ I wanted to go to a cooling place but could not access it
- ☐ Other (please specify)

17. What is something that would help you and your household stay comfortable at home when it's very cold or very hot outside?

**18. What is your age?**

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+

**19. What was your last two weeks' income after taxes?**

- ☐ I do not have an income
- ☐ Less than \$500
- ☐ \$500-\$1000
- ☐ \$1000-\$1500
- ☐ \$1500-\$2000
- ☐ \$2000-\$2500
- ☐ \$2500-\$3000
- ☐ \$3000-\$3500
- ☐ \$3500-\$4000
- ☐ \$4000+
- ☐ Not sure
- ☐ Prefer not to say

20. Do you identify with any of the following? Check all that apply:

- ☐ Indigenous
- ☐ Visible minority
- ☐ Newcomer
- ☐ Woman
- ☐ Queer or gender minority
- ☐ Living with a disability or chronic illness

21. How many people live in your household, including yourself?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6+

22. How many dependents do you have? This includes a child, an elder, or anyone who depends on you for financial support.

- ☐ I do not have any dependents
- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6+

23. Do your dependents live with you?

- ☐ None of my dependents live with me
- ☐ Some of my dependents live with me
- ☐ All of my dependents live with me
- ☐ Some of my dependents live with me part time
- ☐ All of my dependents live with me part time

24. If you are interested in any of the following opportunities in relation to this study, please check off the options you are interested in. In the next question, you must enter your email so we can contact you.

These choices are OPTIONAL. Your email will be kept confidential for research purposes only and will not be shared with third parties. You must provide an email to participate, but you are not required to choose any of the following options if you prefer not to give us your email.

- ☐ Entry to win a \$100 gift card toward groceries
- ☐ Tell us more about your experiences at home with very hot and very cold weather in future research
- ☐ Learn the results of the survey

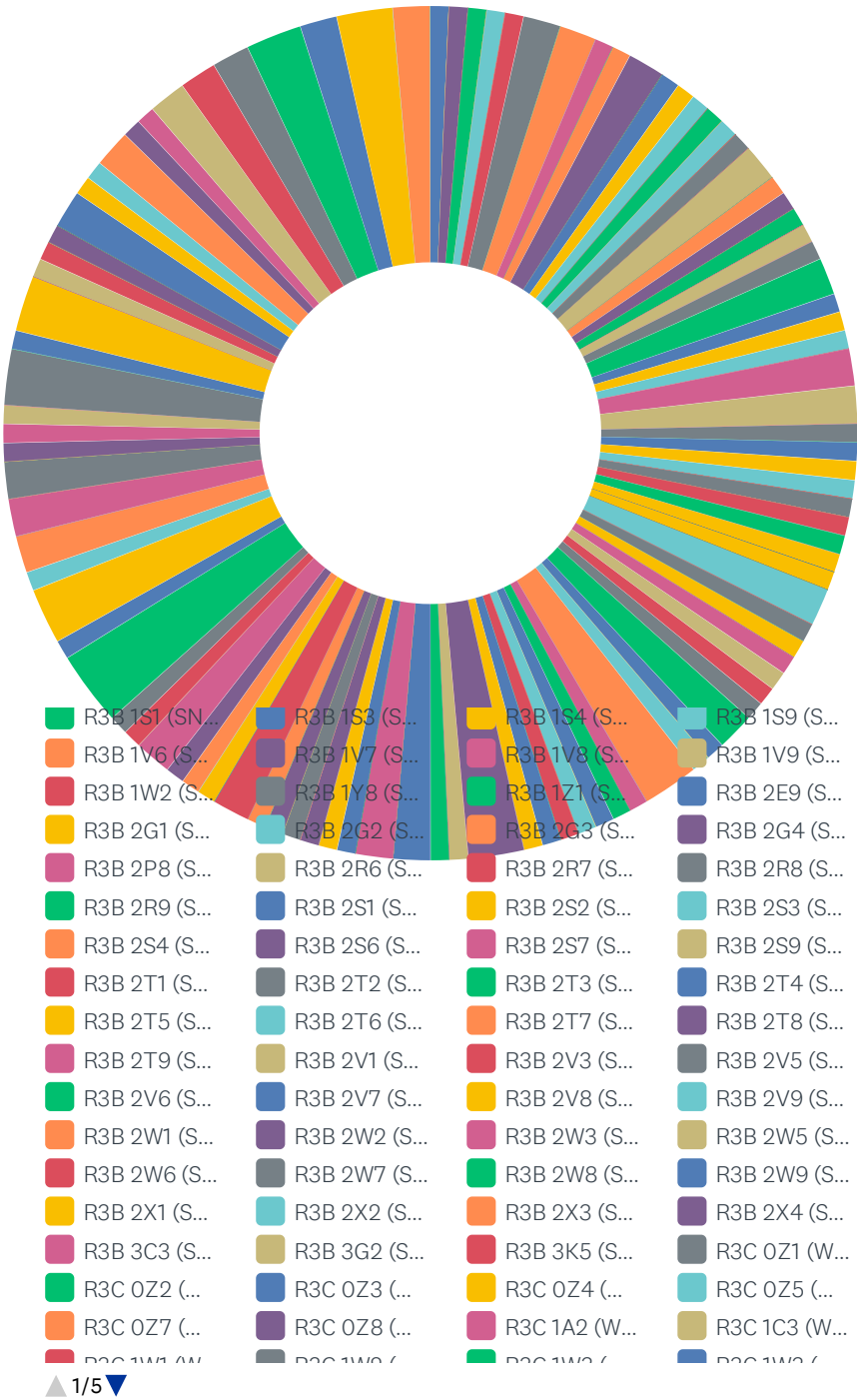
25. If you selected any of the options in the previous question, please enter your email here:

## APPENDIX E - *Survey Response Data*



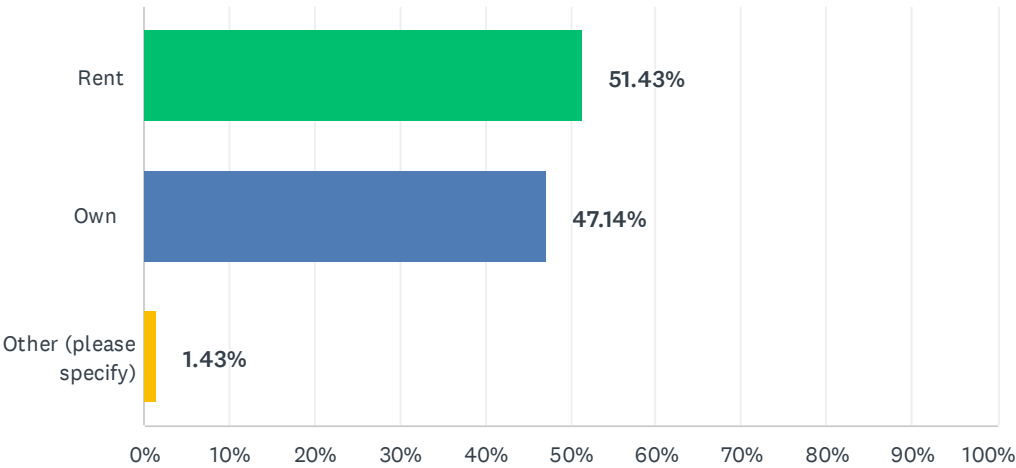
Q1 What is your FULL 6 digit postal code?

Answered: 142    Skipped: 0



Q2 Do you rent or own your home?

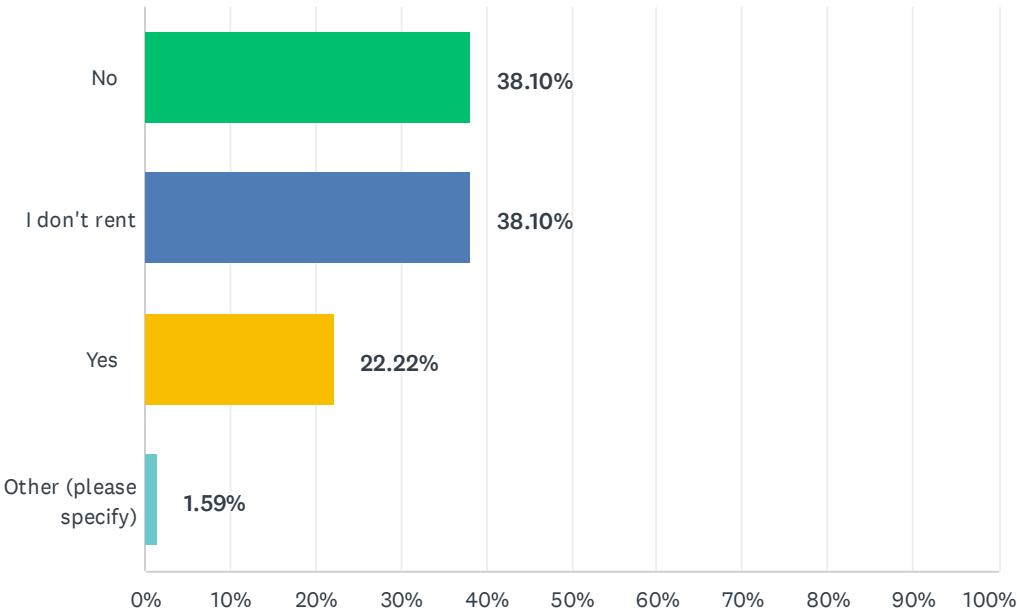
Answered: 140    Skipped: 2



ANSWER CHOICES	RESPONSES	
Rent	51.43%	72
Own	47.14%	66
Other (please specify)	1.43%	2
TOTAL		140

Q3 If you rent, is your heat included in your monthly rent?

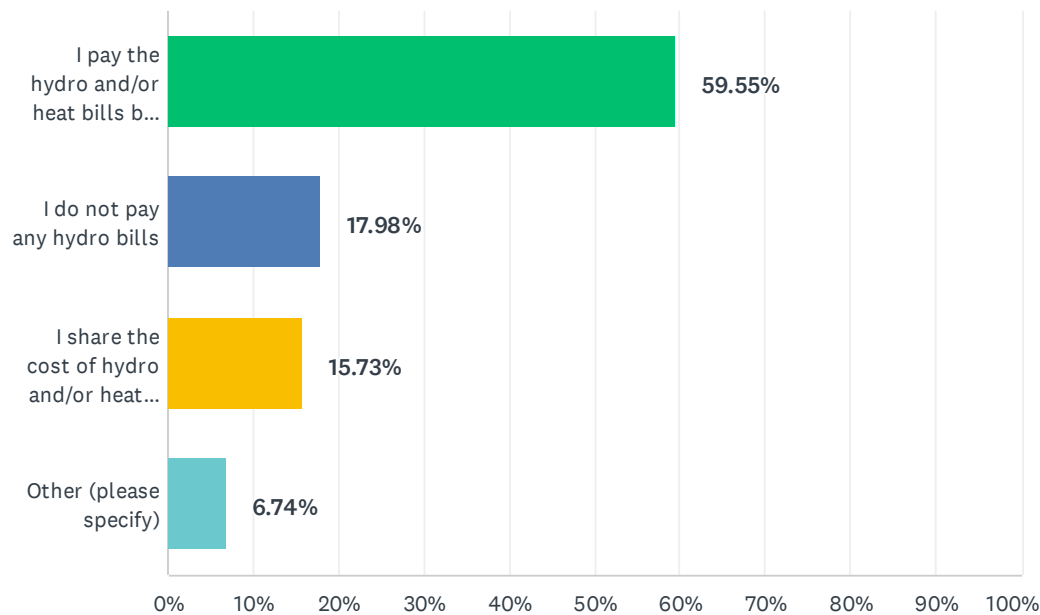
Answered: 126    Skipped: 16



ANSWER CHOICES	RESPONSES	
No	38.10%	48
I don't rent	38.10%	48
Yes	22.22%	28
Other (please specify)	1.59%	2
TOTAL		126

Q4 Do you pay the hydro and/or heat bills by yourself or do you share the hydro bills with others in your household?

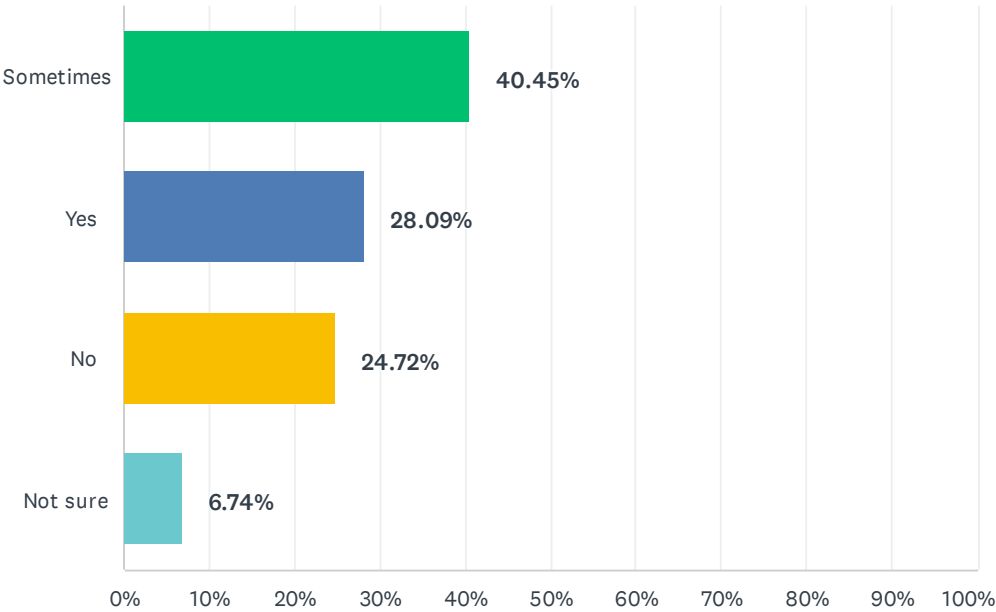
Answered: 89    Skipped: 53



ANSWER CHOICES	RESPONSES	
I pay the hydro and/or heat bills by myself	59.55%	53
I do not pay any hydro bills	17.98%	16
I share the cost of hydro and/or heat bills with others within my household	15.73%	14
Other (please specify)	6.74%	6
TOTAL		89

Q5 Can you easily afford to pay the hydro bills that help you keep your home at a comfortable temperature when the weather is very cold?  
Comfort means whatever it means to you, using any number of ways to regulate temperature.

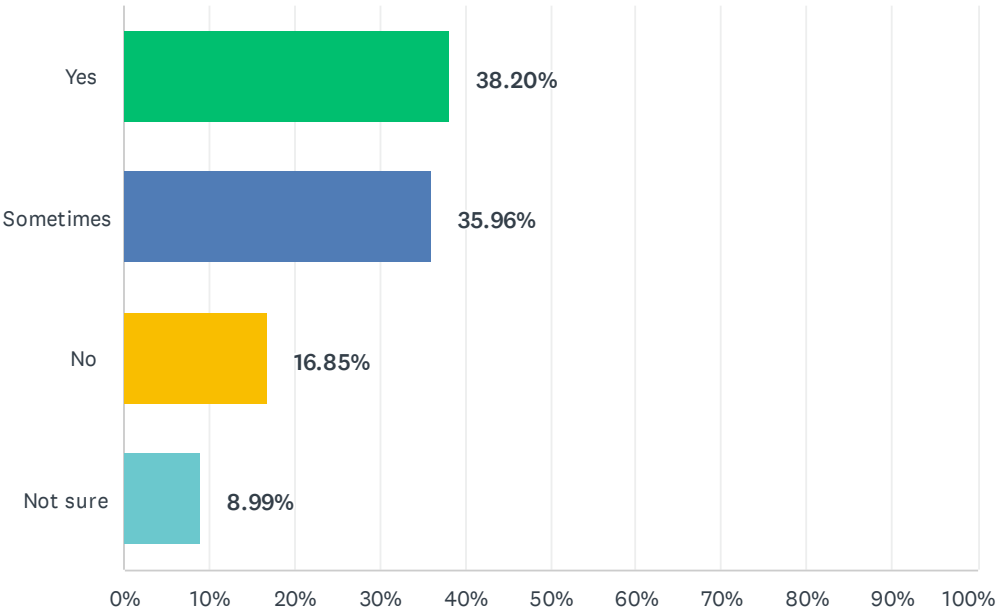
Answered: 89    Skipped: 53



ANSWER CHOICES	RESPONSES	
Sometimes	40.45%	36
Yes	28.09%	25
No	24.72%	22
Not sure	6.74%	6
TOTAL		89

Q6 Can you easily afford to pay the hydro bills that help you keep your home at a comfortable temperature when the weather is very hot? Comfort means whatever it means to you, using any number of ways to regulate temperature.

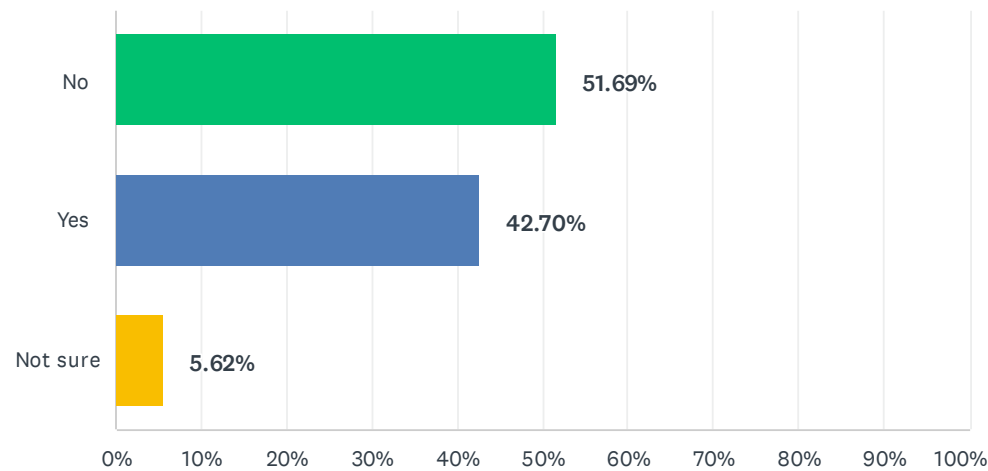
Answered: 89    Skipped: 53



ANSWER CHOICES	RESPONSES	
Yes	38.20%	34
Sometimes	35.96%	32
No	16.85%	15
Not sure	8.99%	8
TOTAL		89

Q7 In the past 5 years, have you ever had to choose between hydro bills and other costs of living?

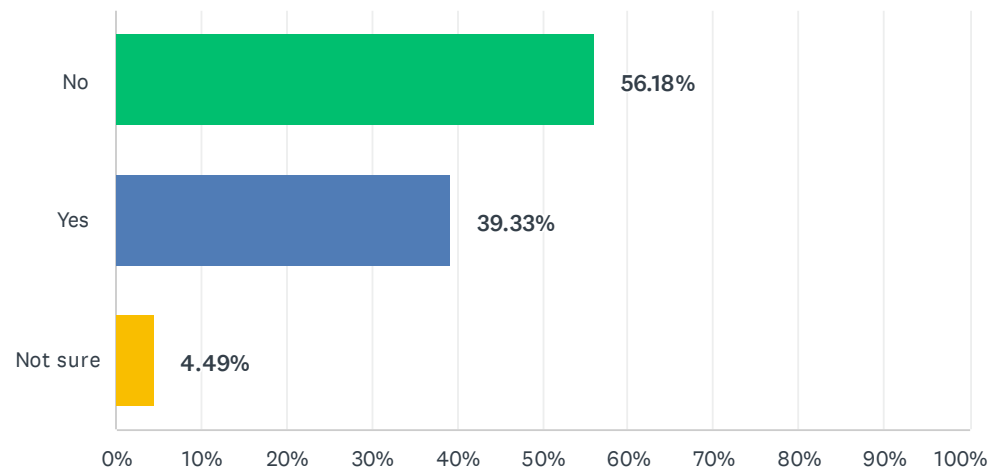
Answered: 89    Skipped: 53



ANSWER CHOICES	RESPONSES	
No	51.69%	46
Yes	42.70%	38
Not sure	5.62%	5
TOTAL		89

Q8 In the past 5 years, have you ever missed paying a hydro bill due to an inability to pay?

Answered: 89    Skipped: 53

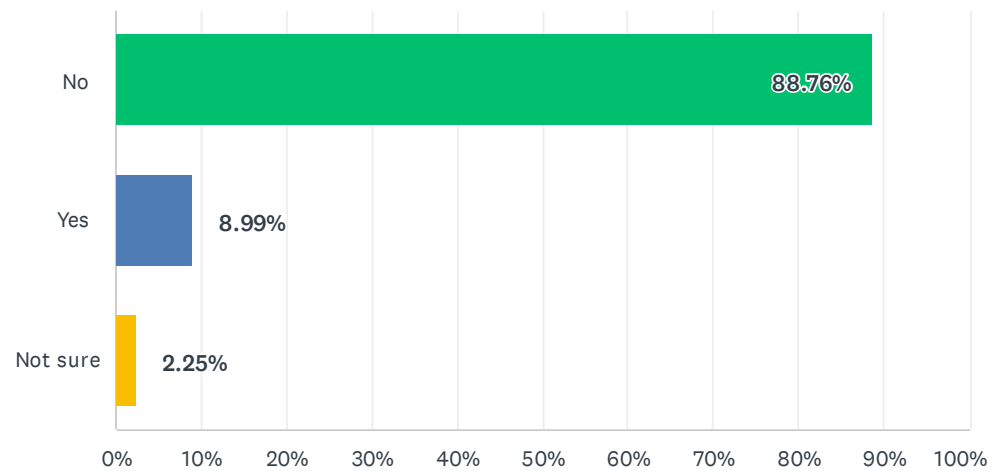


ANSWER CHOICES	RESPONSES	
No	56.18%	50
Yes	39.33%	35
Not sure	4.49%	4
TOTAL		89



Q9 In the past 5 years, have you ever had a utility shutoff because of a missed hydro bill?

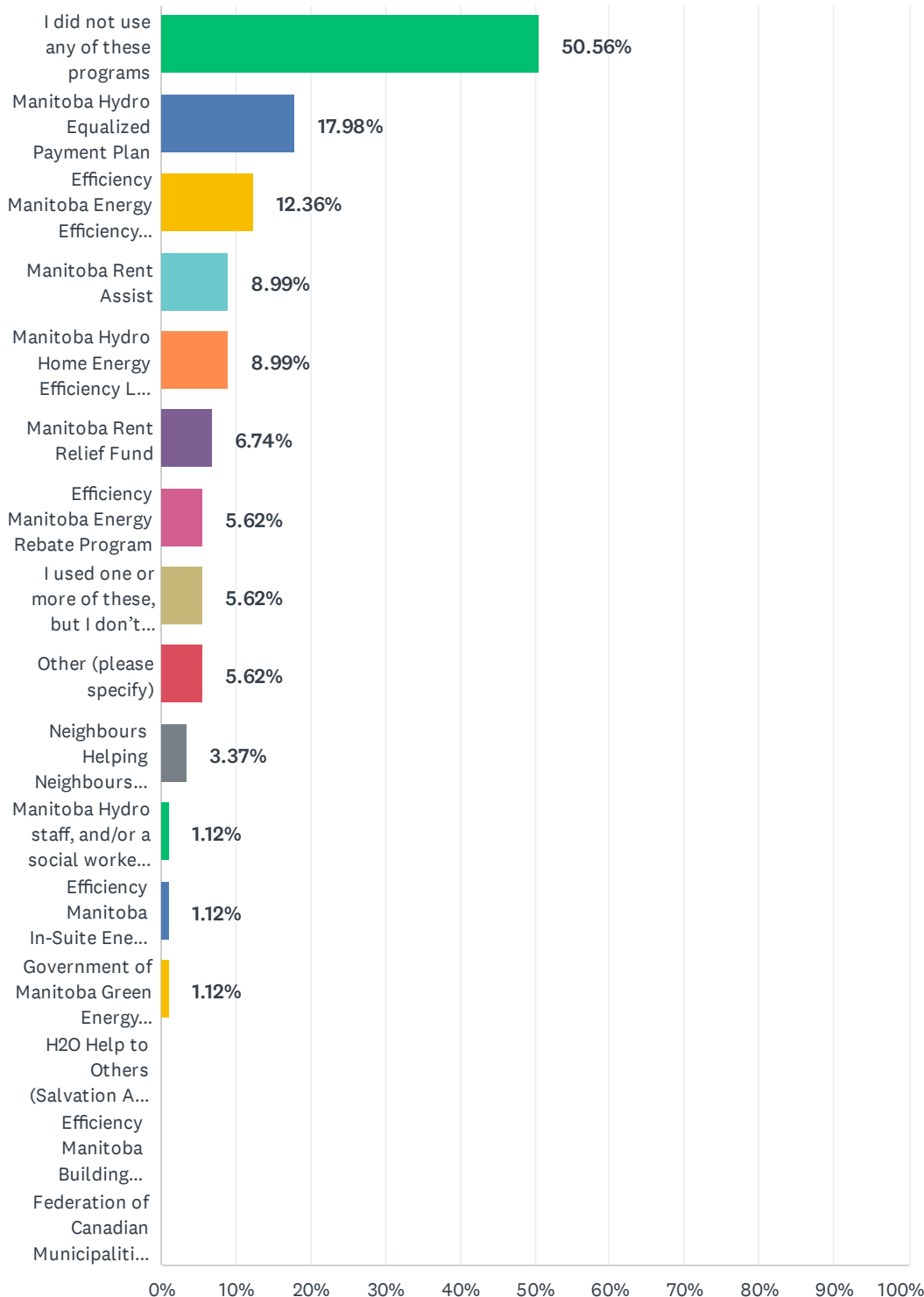
Answered: 89    Skipped: 53



ANSWER CHOICES	RESPONSES	
No	88.76%	79
Yes	8.99%	8
Not sure	2.25%	2
TOTAL		89

## Q10 In the past 5 years, have you ever accessed any of the following supports to cover your rent and/or utilities? Check all that apply:

Answered: 89 Skipped: 53



## Cold Weather, Hot Weather, and Your Hydro Bills

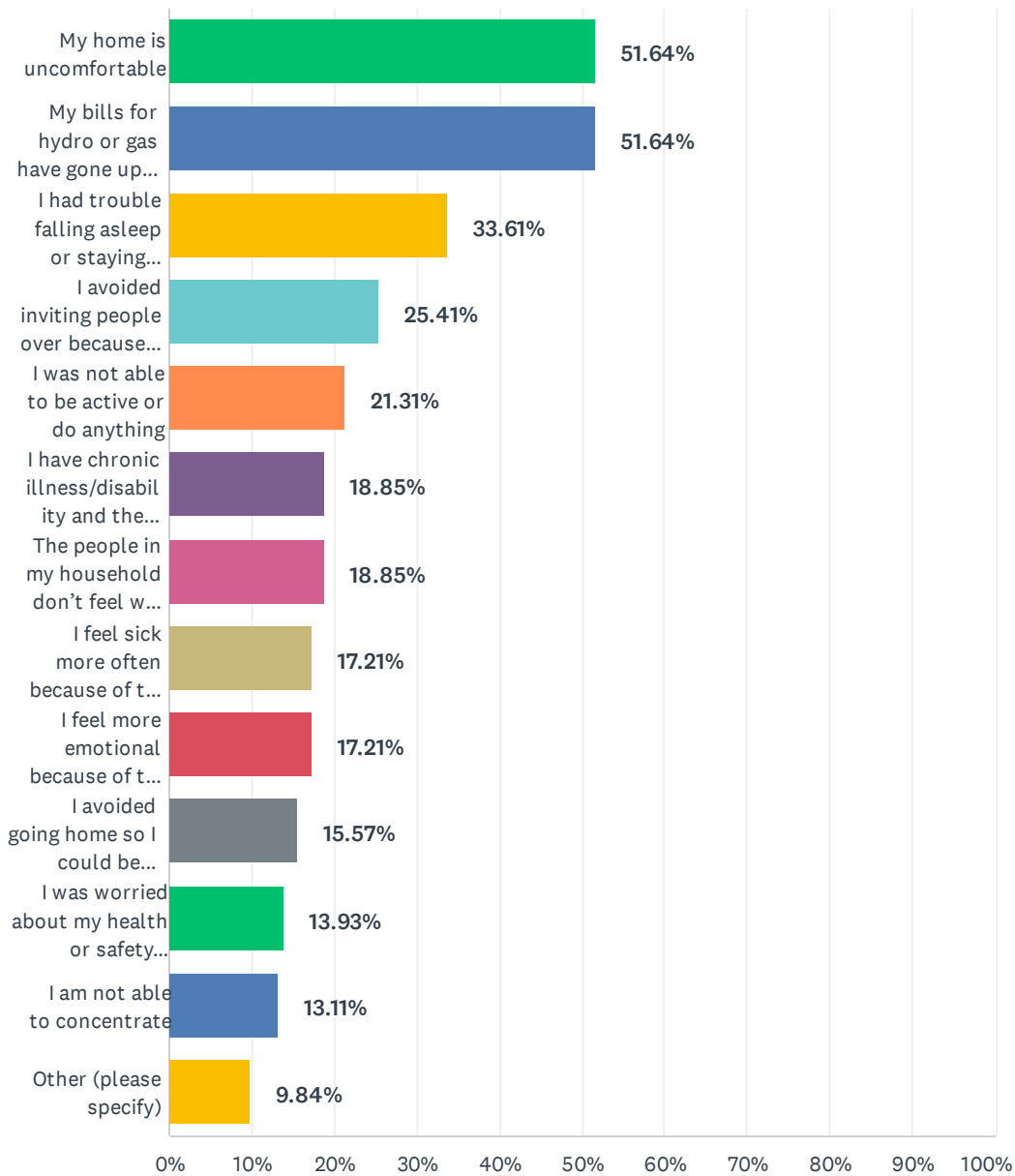
ANSWER CHOICES	RESPONSES	
I did not use any of these programs	50.56%	45
Manitoba Hydro Equalized Payment Plan	17.98%	16
Efficiency Manitoba Energy Efficiency Program	12.36%	11
Manitoba Rent Assist	8.99%	8
Manitoba Hydro Home Energy Efficiency Loan Program for retrofits	8.99%	8
Manitoba Rent Relief Fund	6.74%	6
Efficiency Manitoba Energy Rebate Program	5.62%	5
I used one or more of these, but I don't recall which ones	5.62%	5
Other (please specify)	5.62%	5
Neighbours Helping Neighbours (Salvation Army & Manitoba Hydro) to help with Manitoba Hydro bill	3.37%	3
Manitoba Hydro staff, and/or a social worker or housing worker to address Hydro arrears	1.12%	1
Efficiency Manitoba In-Suite Energy Efficiency Program	1.12%	1
Government of Manitoba Green Energy Equipment Tax Credit program	1.12%	1
H2O Help to Others (Salvation Army & City of Winnipeg) to help with water bills	0.00%	0
Efficiency Manitoba Building Envelope Program	0.00%	0
Federation of Canadian Municipalities' Sustainable Affordable Housing Program for retrofits, upgrades and renewables	0.00%	0
Total Respondents: 89		

**Q11 What is something that would help you and your household afford your energy costs?**

Answered: 73   Skipped: 69

## Q12 How has very cold or very hot weather impacted you in your home?

Answered: 122 Skipped: 20

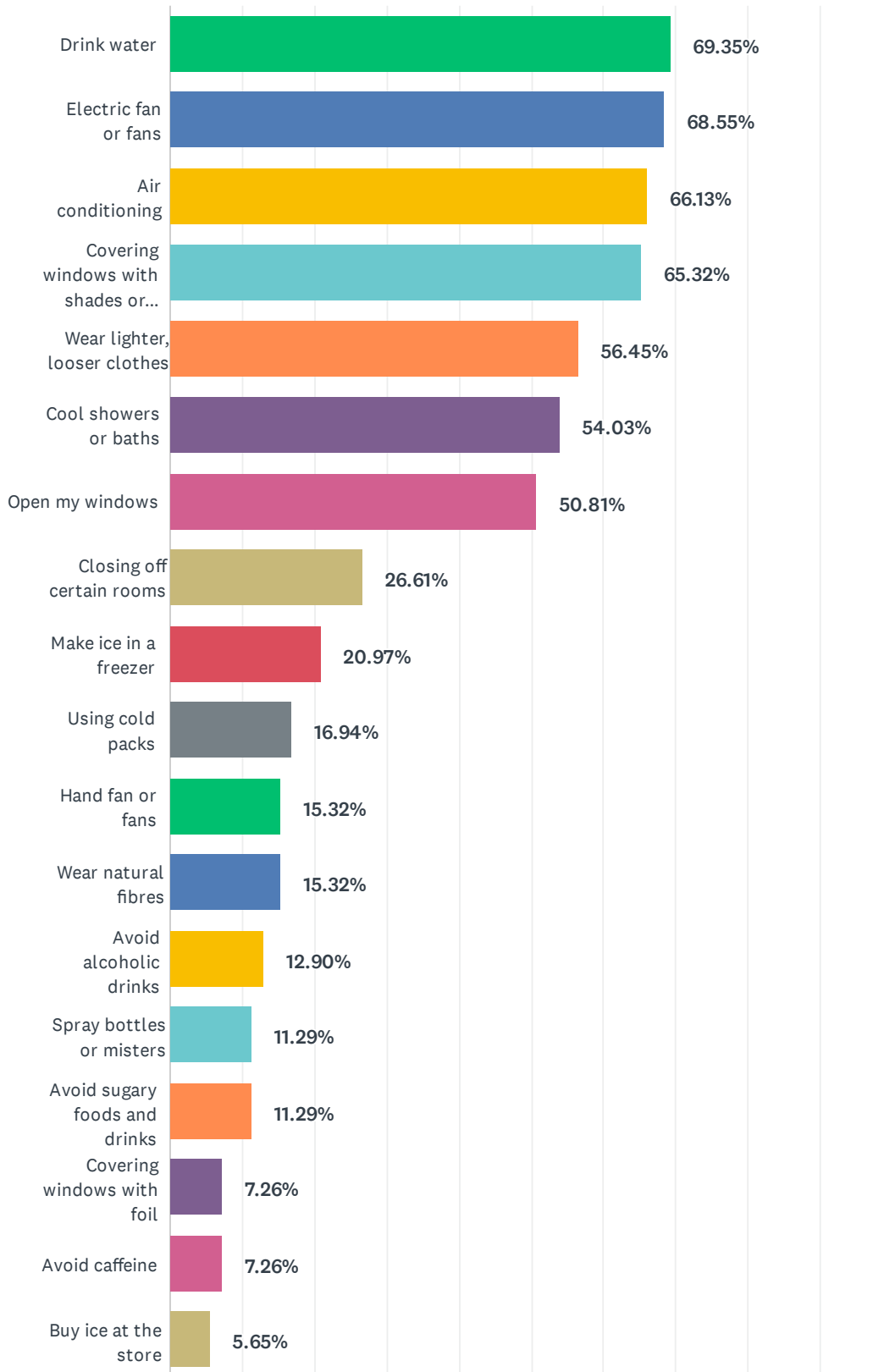


## Cold Weather, Hot Weather, and Your Hydro Bills

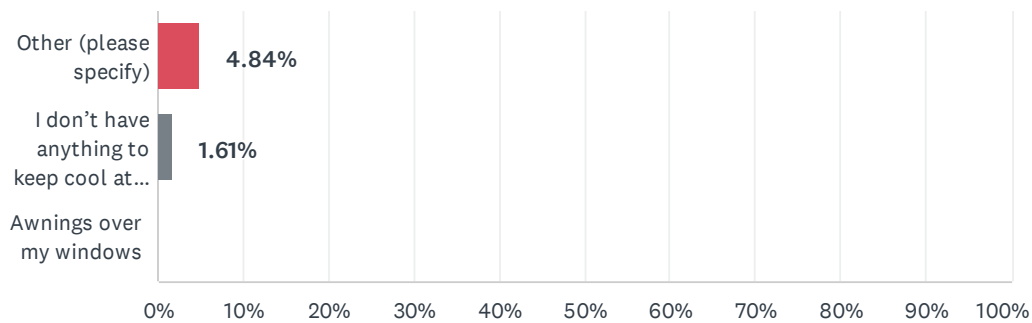
ANSWER CHOICES	RESPONSES	
My home is uncomfortable	51.64%	63
My bills for hydro or gas have gone up because I was trying to regulate the temperature	51.64%	63
I had trouble falling asleep or staying asleep	33.61%	41
I avoided inviting people over because it is uncomfortable	25.41%	31
I was not able to be active or do anything	21.31%	26
I have chronic illness/disability and the extreme cold or hot temperature makes my symptoms worse	18.85%	23
The people in my household don't feel well (mentally or physically)	18.85%	23
I feel sick more often because of the temperature	17.21%	21
I feel more emotional because of the temperature	17.21%	21
I avoided going home so I could be somewhere with a more comfortable temperature	15.57%	19
I was worried about my health or safety because of the temperature	13.93%	17
I am not able to concentrate	13.11%	16
Other (please specify)	9.84%	12
Total Respondents: 122		

## Q13 How do you try to keep comfortable at home if it is hot outside? Check all that apply?

Answered: 124 Skipped: 18



## Cold Weather, Hot Weather, and Your Hydro Bills



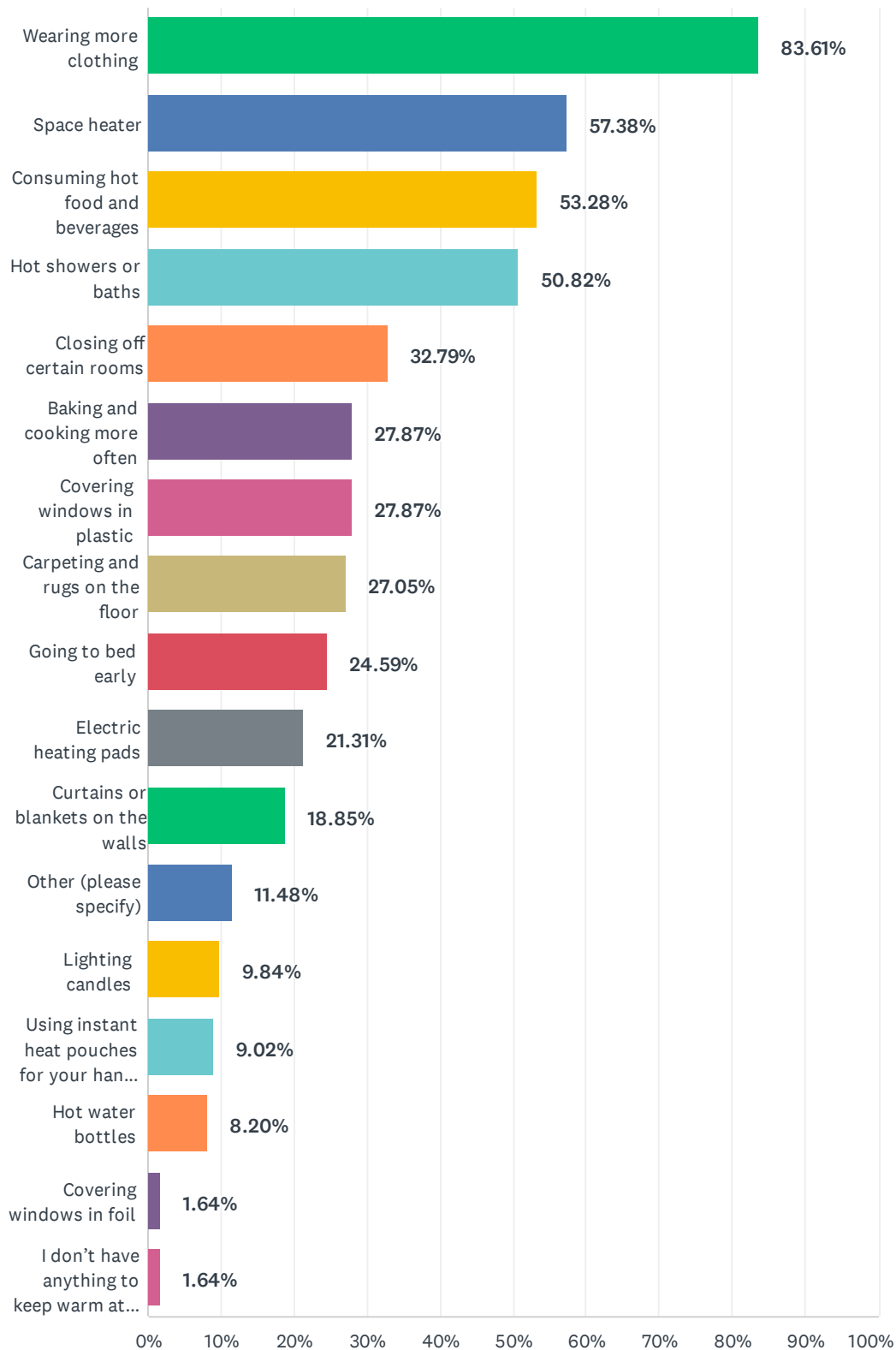
ANSWER CHOICES	RESPONSES	
Drink water	69.35%	86
Electric fan or fans	68.55%	85
Air conditioning	66.13%	82
Covering windows with shades or curtains	65.32%	81
Wear lighter, looser clothes	56.45%	70
Cool showers or baths	54.03%	67
Open my windows	50.81%	63
Closing off certain rooms	26.61%	33
Make ice in a freezer	20.97%	26
Using cold packs	16.94%	21
Hand fan or fans	15.32%	19
Wear natural fibres	15.32%	19
Avoid alcoholic drinks	12.90%	16
Spray bottles or misters	11.29%	14
Avoid sugary foods and drinks	11.29%	14
Covering windows with foil	7.26%	9
Avoid caffeine	7.26%	9
Buy ice at the store	5.65%	7
Other (please specify)	4.84%	6
I don't have anything to keep cool at my home	1.61%	2
Awnings over my windows	0.00%	0
Total Respondents: 124		



**Q14 How do you try to keep comfortable at home if it is cold outside?**  
**Check all that apply**

Answered: 122   Skipped: 20

## Cold Weather, Hot Weather, and Your Hydro Bills

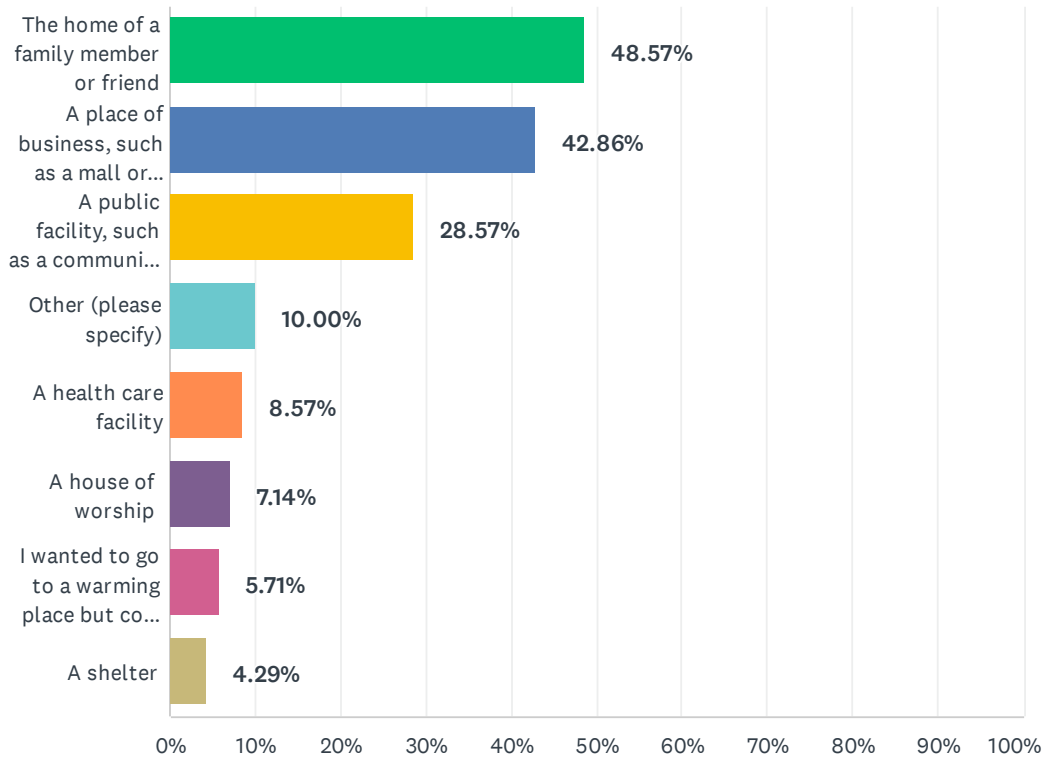


## Cold Weather, Hot Weather, and Your Hydro Bills

ANSWER CHOICES	RESPONSES	
Wearing more clothing	83.61%	102
Space heater	57.38%	70
Consuming hot food and beverages	53.28%	65
Hot showers or baths	50.82%	62
Closing off certain rooms	32.79%	40
Baking and cooking more often	27.87%	34
Covering windows in plastic	27.87%	34
Carpeting and rugs on the floor	27.05%	33
Going to bed early	24.59%	30
Electric heating pads	21.31%	26
Curtains or blankets on the walls	18.85%	23
Other (please specify)	11.48%	14
Lighting candles	9.84%	12
Using instant heat pouches for your hands and feet	9.02%	11
Hot water bottles	8.20%	10
Covering windows in foil	1.64%	2
I don't have anything to keep warm at my home	1.64%	2
Total Respondents: 122		

## Q15 If you go somewhere other than your home to stay warm in the winter, where do you go? Check all that apply:

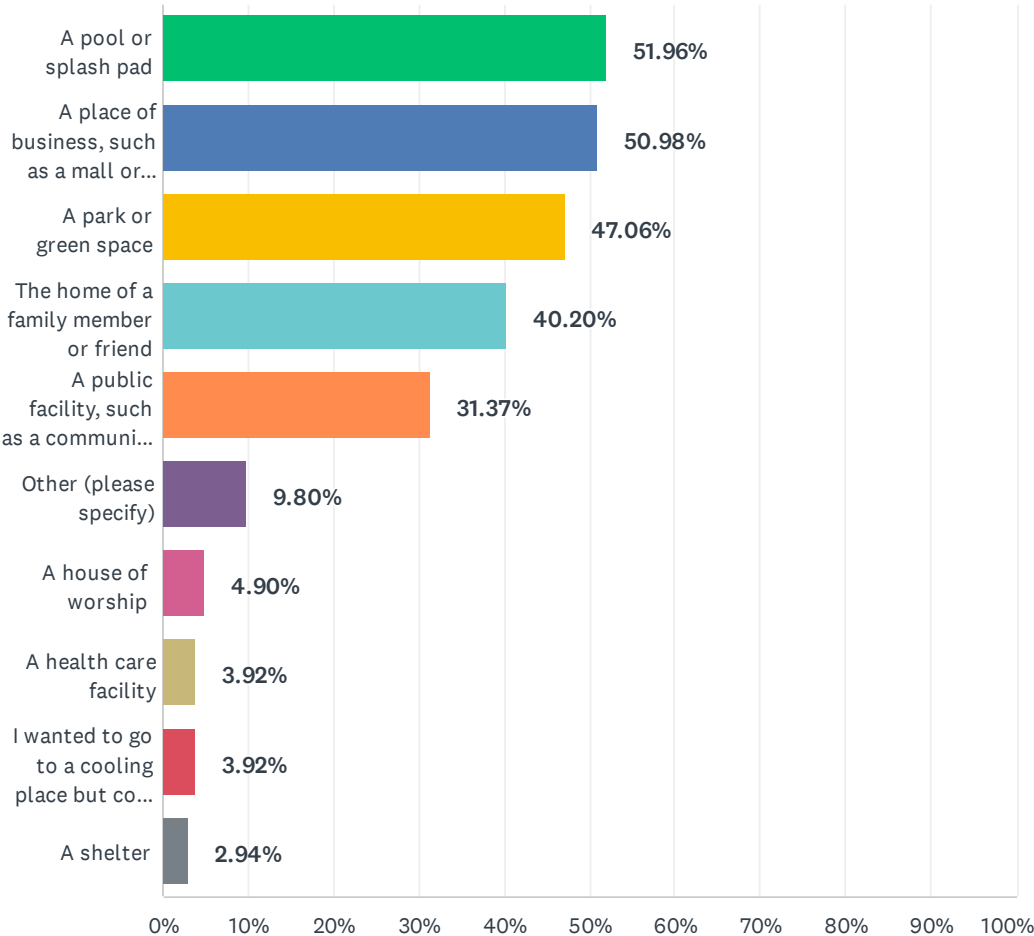
Answered: 70 Skipped: 72



ANSWER CHOICES	RESPONSES	
The home of a family member or friend	48.57%	34
A place of business, such as a mall or theatre	42.86%	30
A public facility, such as a community centre or library	28.57%	20
Other (please specify)	10.00%	7
A health care facility	8.57%	6
A house of worship	7.14%	5
I wanted to go to a warming place but could not access it	5.71%	4
A shelter	4.29%	3
Total Respondents: 70		

**Q16 If you go somewhere other than your home to stay cool in the summer, where do you go? Check all that apply:**

Answered: 102    Skipped: 40



## Cold Weather, Hot Weather, and Your Hydro Bills

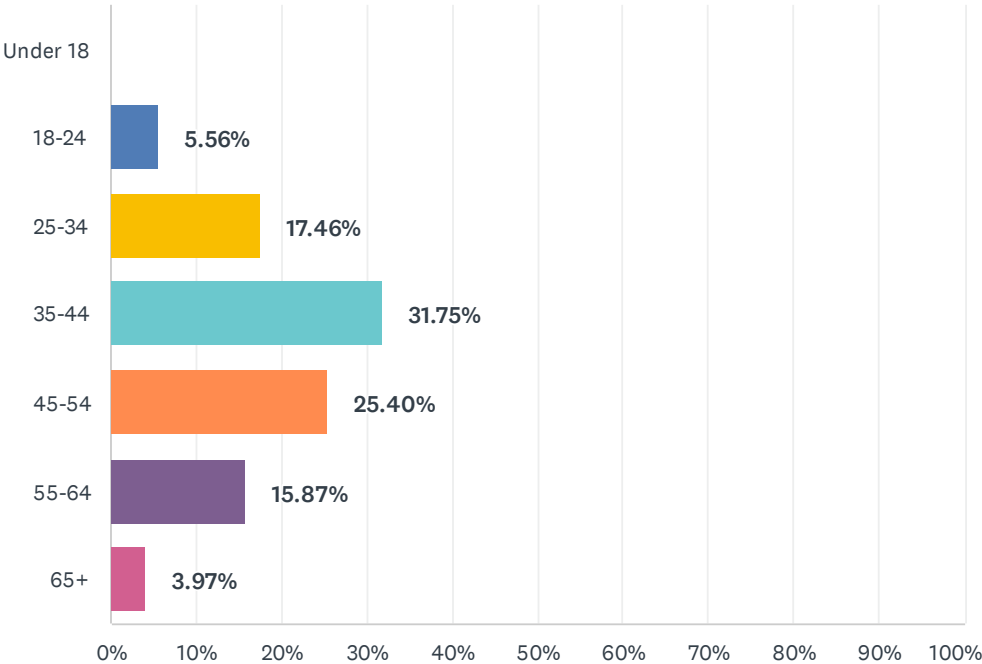
ANSWER CHOICES	RESPONSES	
A pool or splash pad	51.96%	53
A place of business, such as a mall or theatre	50.98%	52
A park or green space	47.06%	48
The home of a family member or friend	40.20%	41
A public facility, such as a community centre or library	31.37%	32
Other (please specify)	9.80%	10
A house of worship	4.90%	5
A health care facility	3.92%	4
I wanted to go to a cooling place but could not access it	3.92%	4
A shelter	2.94%	3
Total Respondents: 102		

**Q17 What is something that would help you and your household stay comfortable at home when it's very cold or very hot outside?**

Answered: 90   Skipped: 52

## Q18 What is your age?

Answered: 126    Skipped: 16

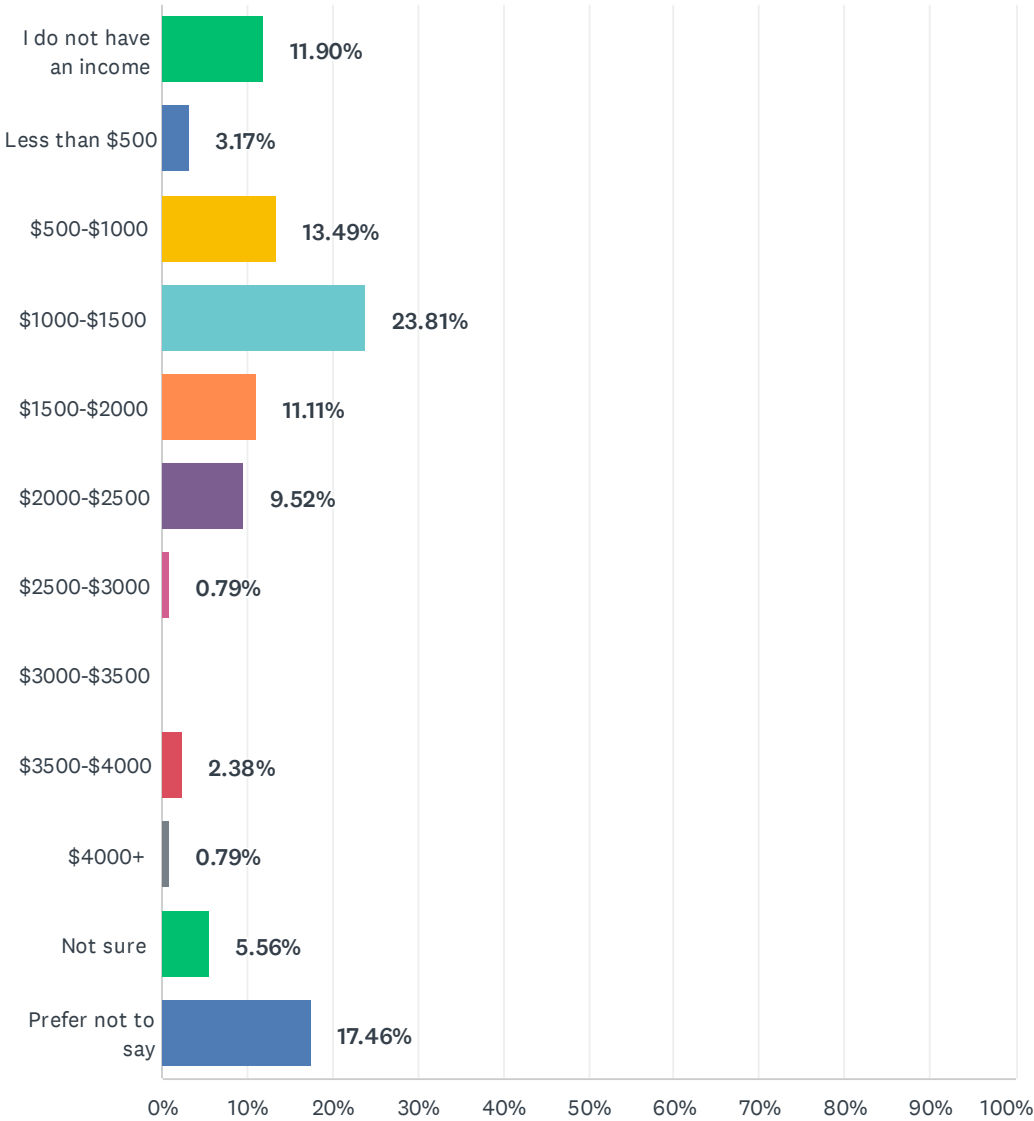


ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
18-24	5.56%	7
25-34	17.46%	22
35-44	31.75%	40
45-54	25.40%	32
55-64	15.87%	20
65+	3.97%	5
TOTAL		126



# Q19 What was your last two weeks' income after taxes?

Answered: 126 Skipped: 16

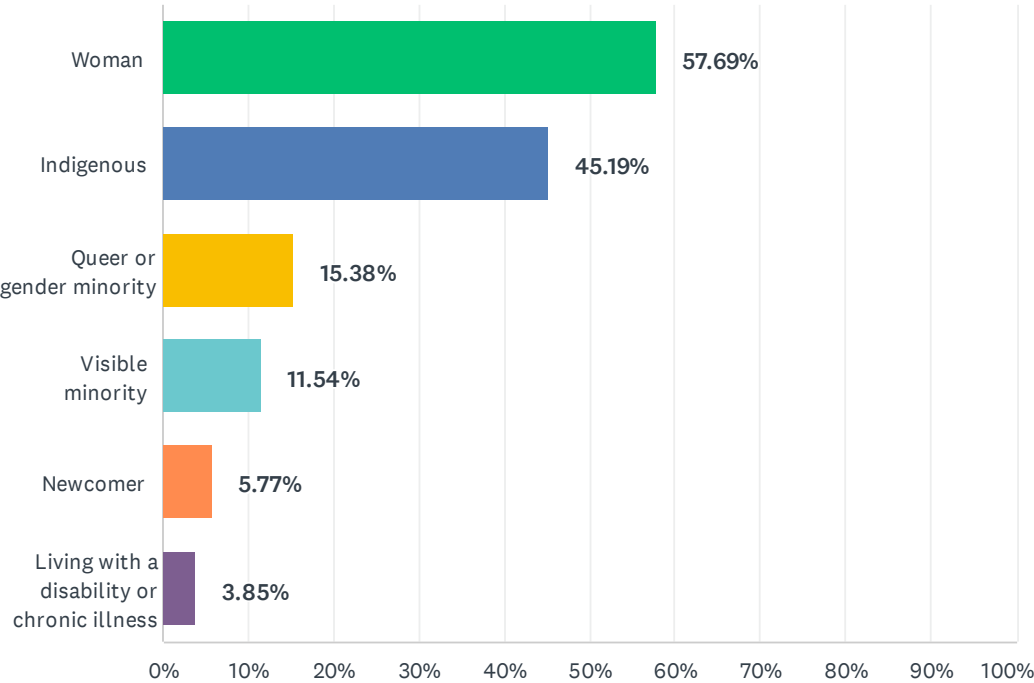


## Cold Weather, Hot Weather, and Your Hydro Bills

ANSWER CHOICES	RESPONSES	
I do not have an income	11.90%	15
Less than \$500	3.17%	4
\$500-\$1000	13.49%	17
\$1000-\$1500	23.81%	30
\$1500-\$2000	11.11%	14
\$2000-\$2500	9.52%	12
\$2500-\$3000	0.79%	1
\$3000-\$3500	0.00%	0
\$3500-\$4000	2.38%	3
\$4000+	0.79%	1
Not sure	5.56%	7
Prefer not to say	17.46%	22
TOTAL		126

Q20 Do you identify with any of the following? Check all that apply:

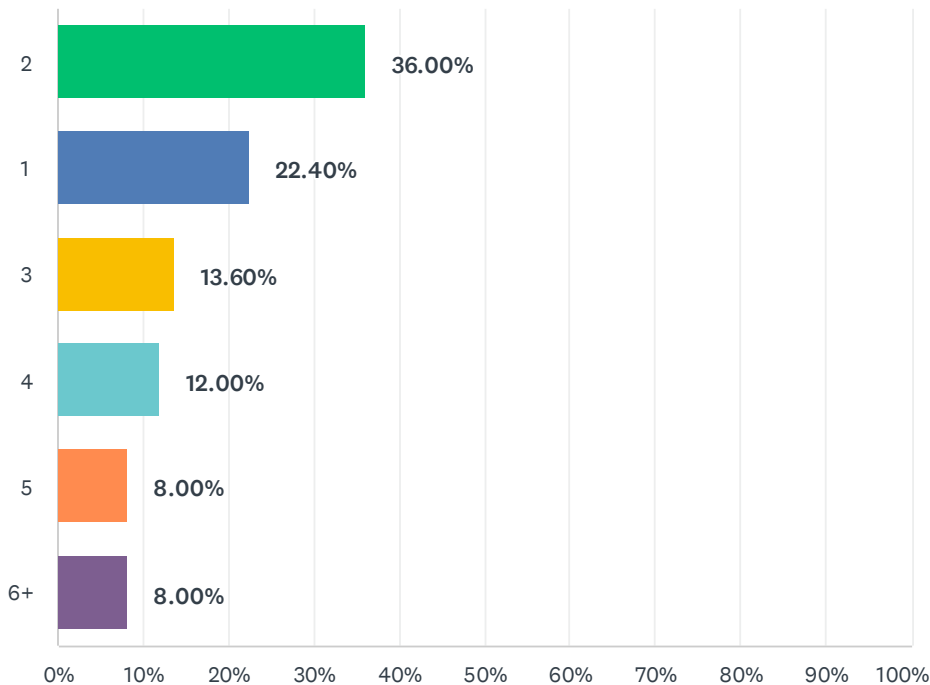
Answered: 104    Skipped: 38



ANSWER CHOICES	RESPONSES	
Woman	57.69%	60
Indigenous	45.19%	47
Queer or gender minority	15.38%	16
Visible minority	11.54%	12
Newcomer	5.77%	6
Living with a disability or chronic illness	3.85%	4
Total Respondents: 104		

## Q21 How many people live in your household, including yourself?

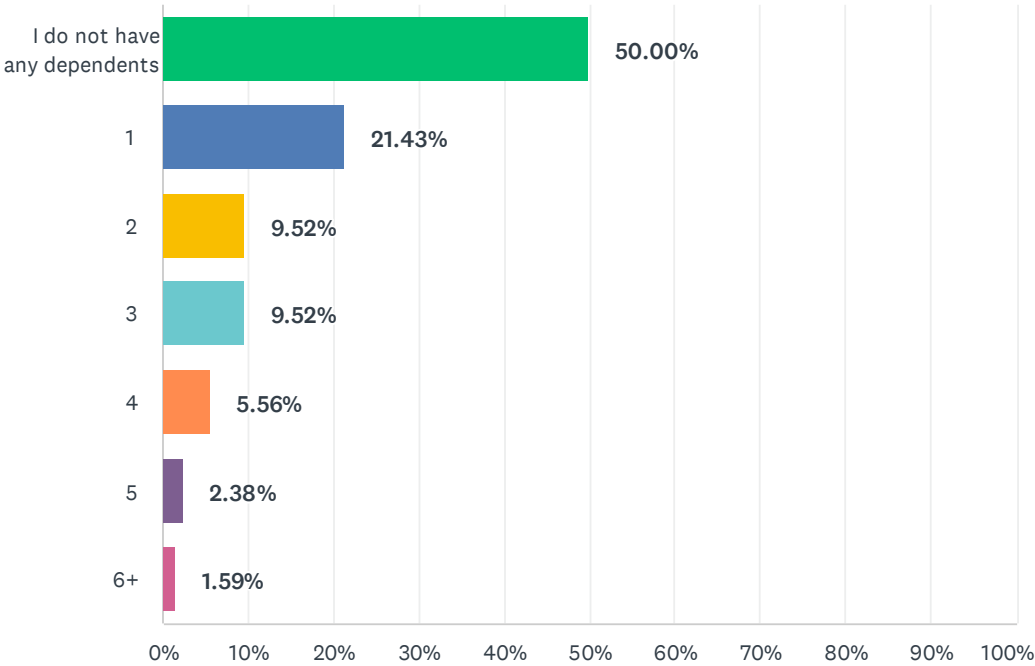
Answered: 125   Skipped: 17



ANSWER CHOICES	RESPONSES	
2	36.00%	45
1	22.40%	28
3	13.60%	17
4	12.00%	15
5	8.00%	10
6+	8.00%	10
TOTAL		125

Q22 How many dependents do you have? This includes a child, an elder, or anyone who depends on you for financial support.

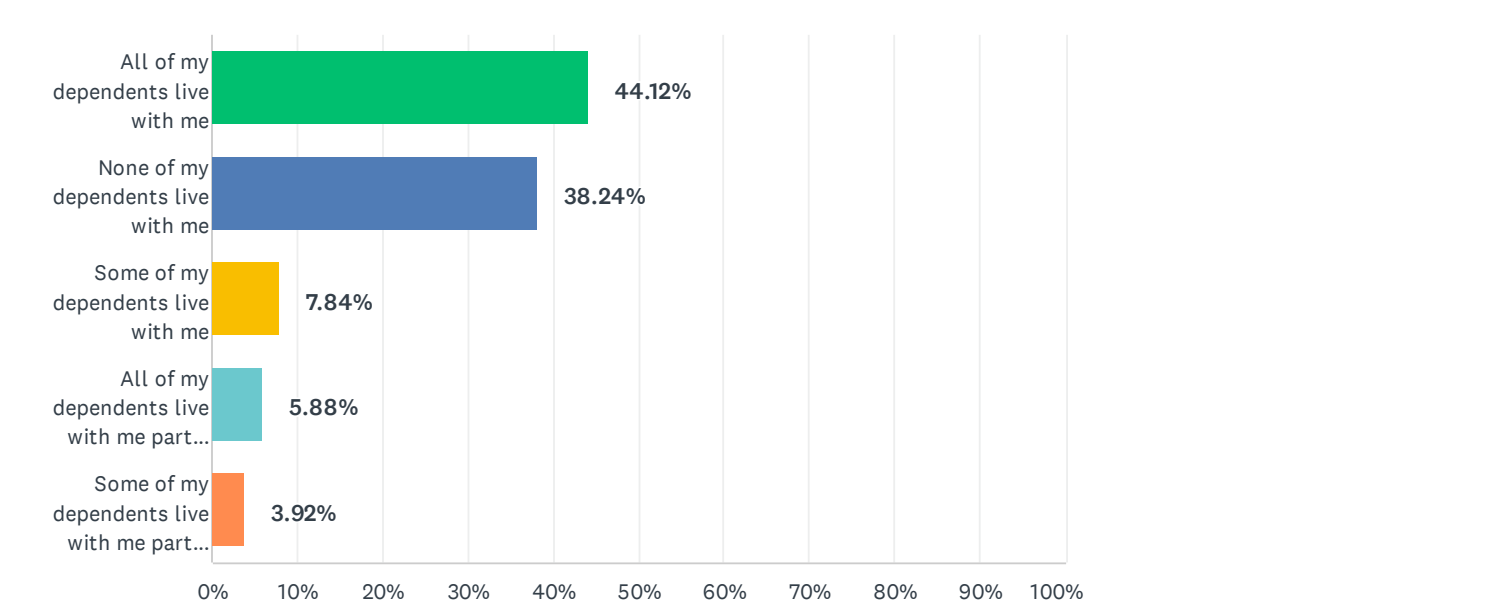
Answered: 126 Skipped: 16



ANSWER CHOICES	RESPONSES	
I do not have any dependents	50.00%	63
1	21.43%	27
2	9.52%	12
3	9.52%	12
4	5.56%	7
5	2.38%	3
6+	1.59%	2
TOTAL		126

Q23 Do your dependents live with you?

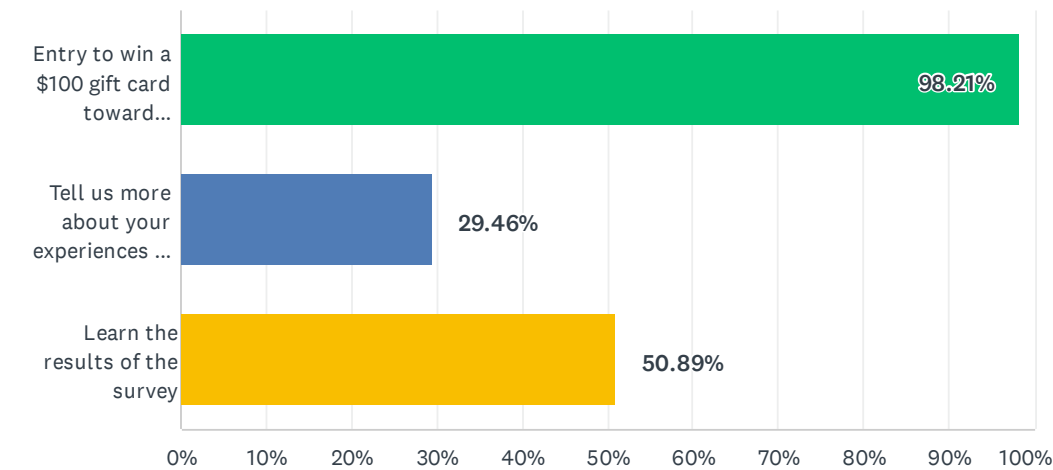
Answered: 102    Skipped: 40



ANSWER CHOICES	RESPONSES	
All of my dependents live with me	44.12%	45
None of my dependents live with me	38.24%	39
Some of my dependents live with me	7.84%	8
All of my dependents live with me part time	5.88%	6
Some of my dependents live with me part time	3.92%	4
TOTAL		102

Q24 If you are interested in any of the following opportunities in relation to this study, please check off the options you are interested in. In the next question, you must enter your email so we can contact you. These choices are OPTIONAL. Your email will be kept confidential for research purposes only and will not be shared with third parties. You must provide an email to participate, but you are not required to choose any of the following options if you prefer not to give us your email.

Answered: 112    Skipped: 30



ANSWER CHOICES	RESPONSES	
Entry to win a \$100 gift card toward groceries	98.21%	110
Tell us more about your experiences at home with very hot and very cold weather in future research	29.46%	33
Learn the results of the survey	50.89%	57
Total Respondents: 112		

**Q25** If you selected any of the options in the previous question, please enter your email here:

Answered: 112   Skipped: 30