

## CNAR Documents and Survey Link

All public sector organizations should have received an email containing their 2016 reporting documents and survey links. If your organization's primary contact has not received this email, please let us know immediately at [climateactionsecretariat@gov.bc.ca](mailto:climateactionsecretariat@gov.bc.ca)

### Upcoming Climate Action Communications Workshops

Communicating effectively about climate change is one of the keys to successful climate action. Learn best practices for communicating the opportunities for emissions reductions and adaptation in your organization.

As part of the Province's commitment to carbon neutral government and public sector climate action leadership, the Climate Action Secretariat is pleased to offer two training opportunities (click on the links to register):

**Vancouver (in person): March 8, 1:00 - 4:30 pm** (networking 4:30-5:30)  
SFU Wosk Centre Strategy Room 320, \***Limited seating\***

**Webinar (online): March 14, 10:00 - 11:30 am**

These will be particularly suitable for:

- Sustainability/energy/facility managers
- Communication specialists
- Strategic and corporate planners
- Financial managers
- Risk managers

You will learn about:

- Best practices in communicating climate action
- Understanding the interests, values and concerns of your audience
- Effectively framing climate risks and the benefits of action

### SMARTTool 2.0

We recently announced that our procurement of a SMARTTool replacement was completed and the successful proponent is *GHG Accounting Services Ltd.*, who will be implementing software called *SoFi Enterprise*.

During our January 24th webinar (see below), we discussed some key features of the software and next steps in its implementation. Look for further updates in the coming months, including details for a user testing phase .

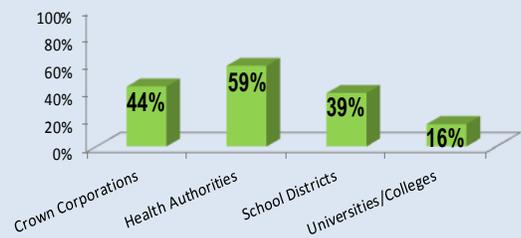
Please note, SMARTTool will be utilized for the 2016 reporting year and will remain operational until the late fall of 2017 when onboarding to Sofi is expected to be begin. **Therefore, please continue to load your 2017 data into SMARTTool.**

### LOAD EARLY & LOAD OFTEN / EDX

As we move closer towards our April 28 deadlines, we would like to remind you to continue to upload your emissions data for the 2016 reporting year onto SMARTTool.

If you use EDX, please **check the [Messages](#) page in SMARTTool for any EDX errors** and resolve those errors before the March and April data exchanges and the year-end deadline. If you need assistance, please contact us via email at [Carbon.NeutralApps@gov.bc.ca](mailto:Carbon.NeutralApps@gov.bc.ca)

2016 emissions data uploaded onto SMARTTool as a percentage of total 2015 emissions up to January 31



### CNG Webinars

We recently held two webinars:

- (1) CNG Program Overview on Jan 24th and
- (2) SMARTTool Refresher: Basics/Self-service on Feb 2nd.

You can now access the recordings of the webinars [here](#) with your BCeID.

### 2016 REPORTING YEAR DEADLINES

- APR 28 2017:** All 2016 data loaded into SMARTTool
- MAY 15 2017:** Self-certification checklist submitted
- MAY 31 2017:** Carbon Neutral Action Report & survey form submitted, final offset payment due
- JUN 30 2017:** Achieve carbon neutrality



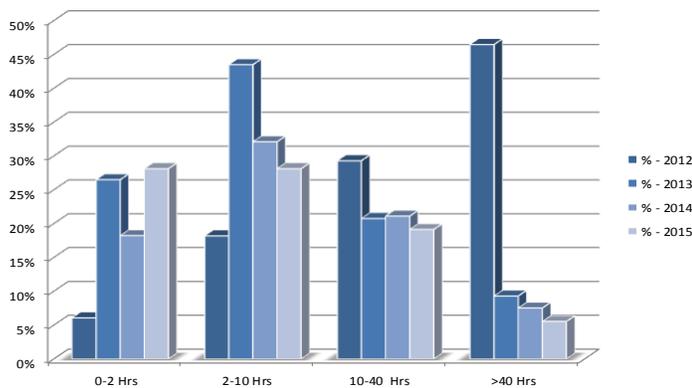
# carbon neutral corner

BC Climate Action Secretariat, Ministry of Environment, contact: [climateactionsecretariat@gov.bc.ca](mailto:climateactionsecretariat@gov.bc.ca)

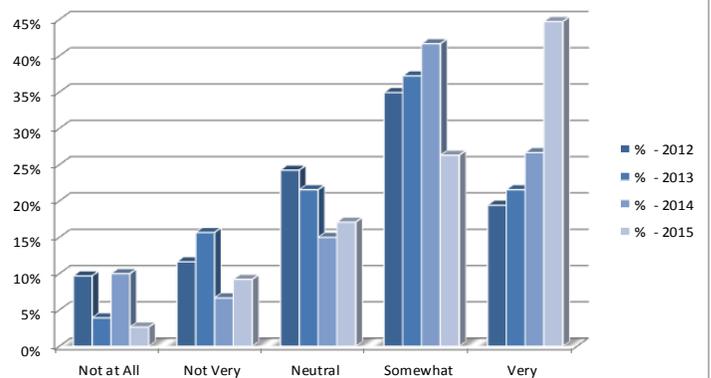
## Reporting Back on your Feedback!

The charts below present some of the feedback compiled from our annual year-end CNG survey over the past few years. We are happy to report the trends are generally positive and this is indicative of the great work and commitments of all our CNG partners who have worked with us to develop the program and contributed to our ability to improve services offered to you. We recognize that there is always room for improvement and your continued feedback has been and will continue to be invaluable as we transition to our new reporting tool in the coming year. If you would like to provide comments, suggestions, or an other form of feedback, please do not hesitate to contact us at [climateactionsecretariat@gov.bc.ca](mailto:climateactionsecretariat@gov.bc.ca)

**Hours to Compile and Load Data**



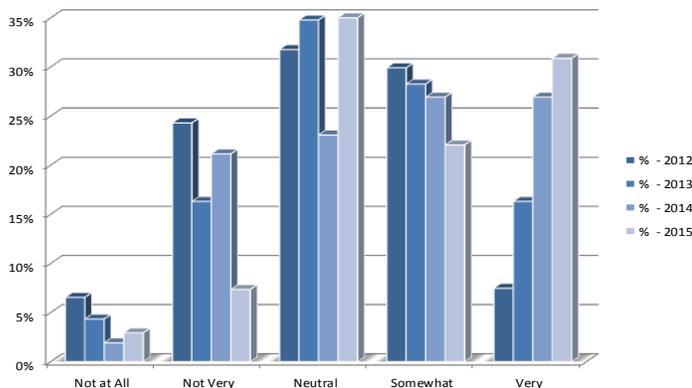
**Usefulness of Emissions Data**



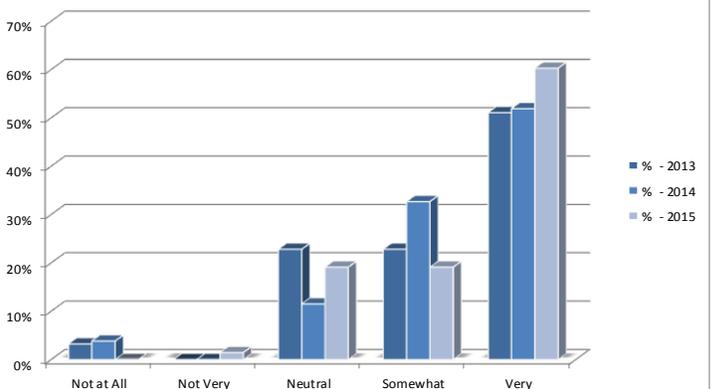
The amount of time required to compile and load raw data on to SMARTTool has decreased steadily over the years as users have become more familiar with our tool-set, the introduction of EDX, and ongoing training refreshers. As we transition to the new tool, we will be doing our best to avoid slippage on this front.

There has been a significant increase in respondents who consider emissions data very useful to the planning and decisions related to operational efficiencies. Overall, in 2014 and 2015, approximately 68% and 70% of respondents, respectively, found emissions data to be either somewhat or very useful.

**Satisfaction with SMARTTool Load Process**



**Satisfaction with SMARTTool Support Services**



The reduction in time it takes to compile and load data into SMARTTool coincides with increased satisfaction with the process of loading raw data into SMARTTool. And the new reporting tool offers the promise of even better results on this question by offering more loading options.

We are also happy to report that the satisfaction with support services for SMARTTool is generally on the good side of the chart while showing improvement over time. CNG values customer satisfaction and we will continue to work to provide you high quality support, regardless of the tool.

