



Resident Site Assessment Survey – 2013 (Feb 1)

The Essex 1 Board of Directors conducted a survey of Essex 1 residents between January 15 - 30, 2013, to elicit feedback from owners and tenants that would inform discussion at the May 2013 TSCC#1577 Annual General Meeting.

By the close of the advertised survey window, a total of 88 owners and tenants responded, representing a 38% sample of our 234 suites. Of the respondents, 94% were owner residents.

Almost all respondents offered a strong positive OVERALL RATING about the **look, feel and management** of their condominium.

- 95% responded "Strongly Agree or Agree" to the statement, "I am pleased with the look and feel of the Essex building and overall Essex site."
- 94% responded, "Strongly Agree or Agree" to the statement, "The Essex is being managed in a way that enhances our collective property values,"

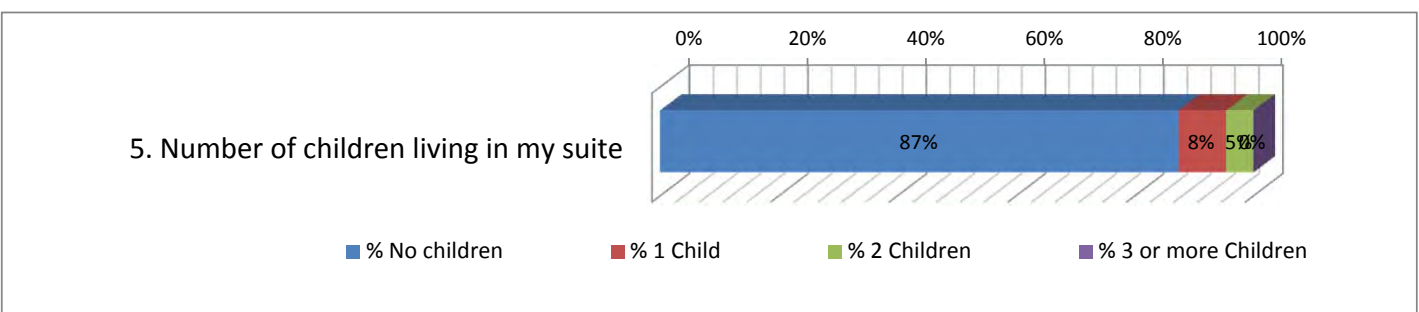
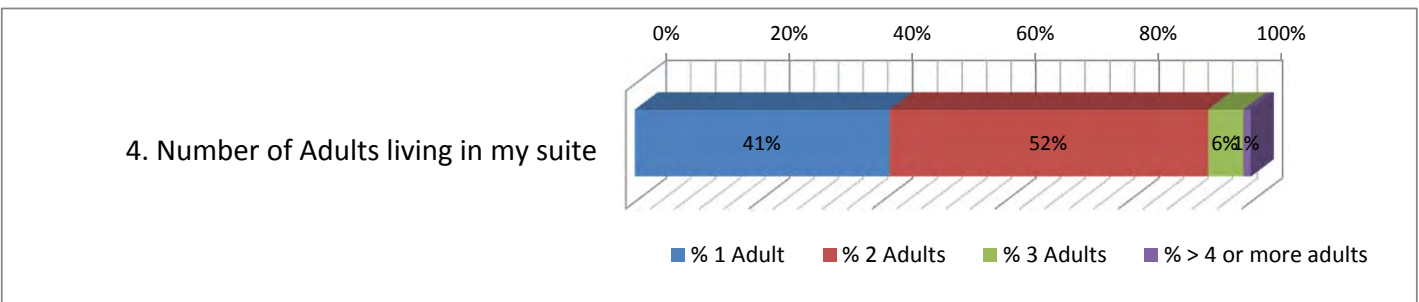
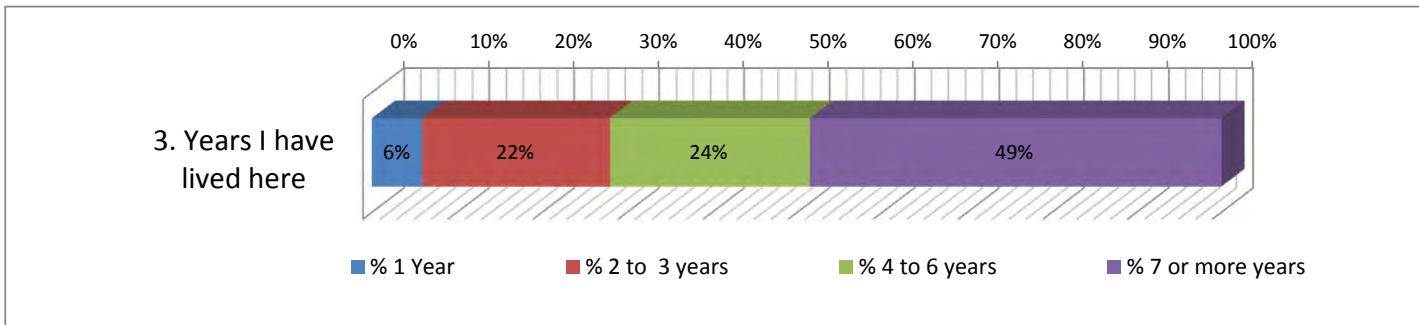
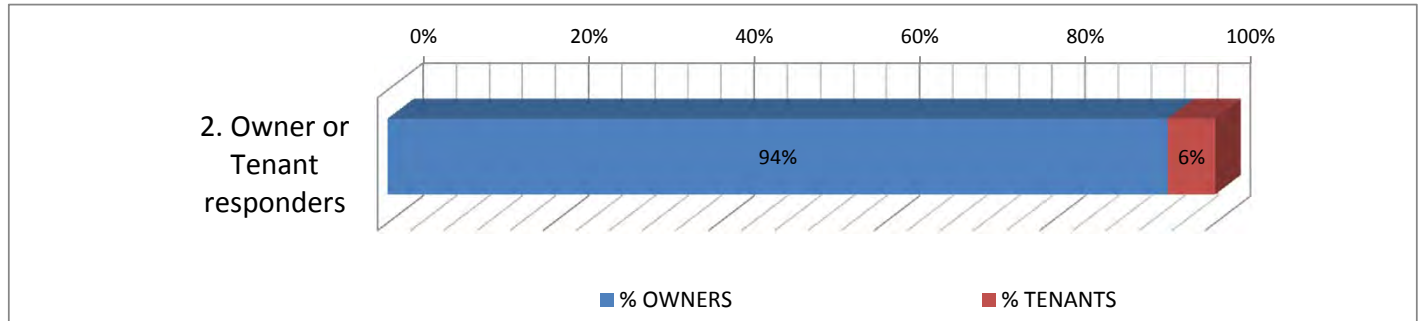
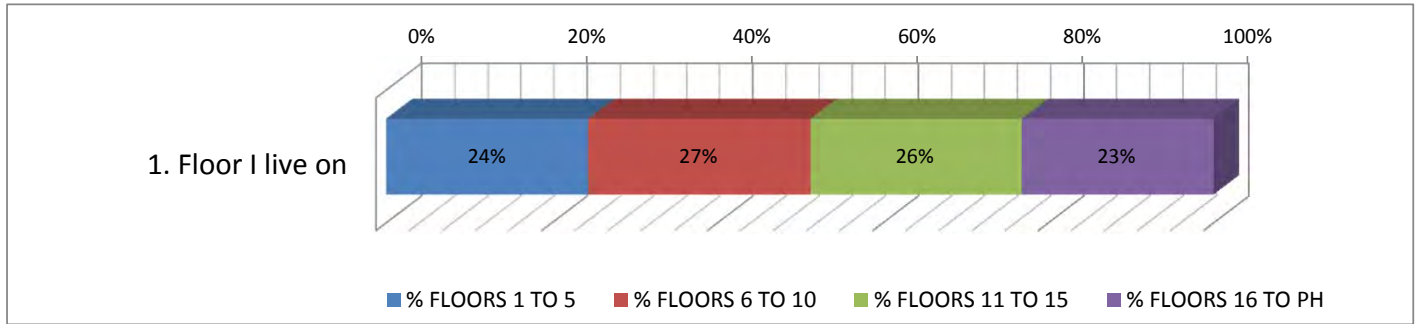
Respondents offered a total of 250 comments and suggestions for consideration. These are carefully being considered by The Board of Directors, and their response and proposed courses of action will be discussed at the Annual General Meeting. Any early actionable items will be announced when appropriate and at the meeting.

Thank you all for your thoughtful responses. We look forward to discussion of the highlights in May.

Fred Reichl,
On behalf of the TSCC#1577 Board of Directors

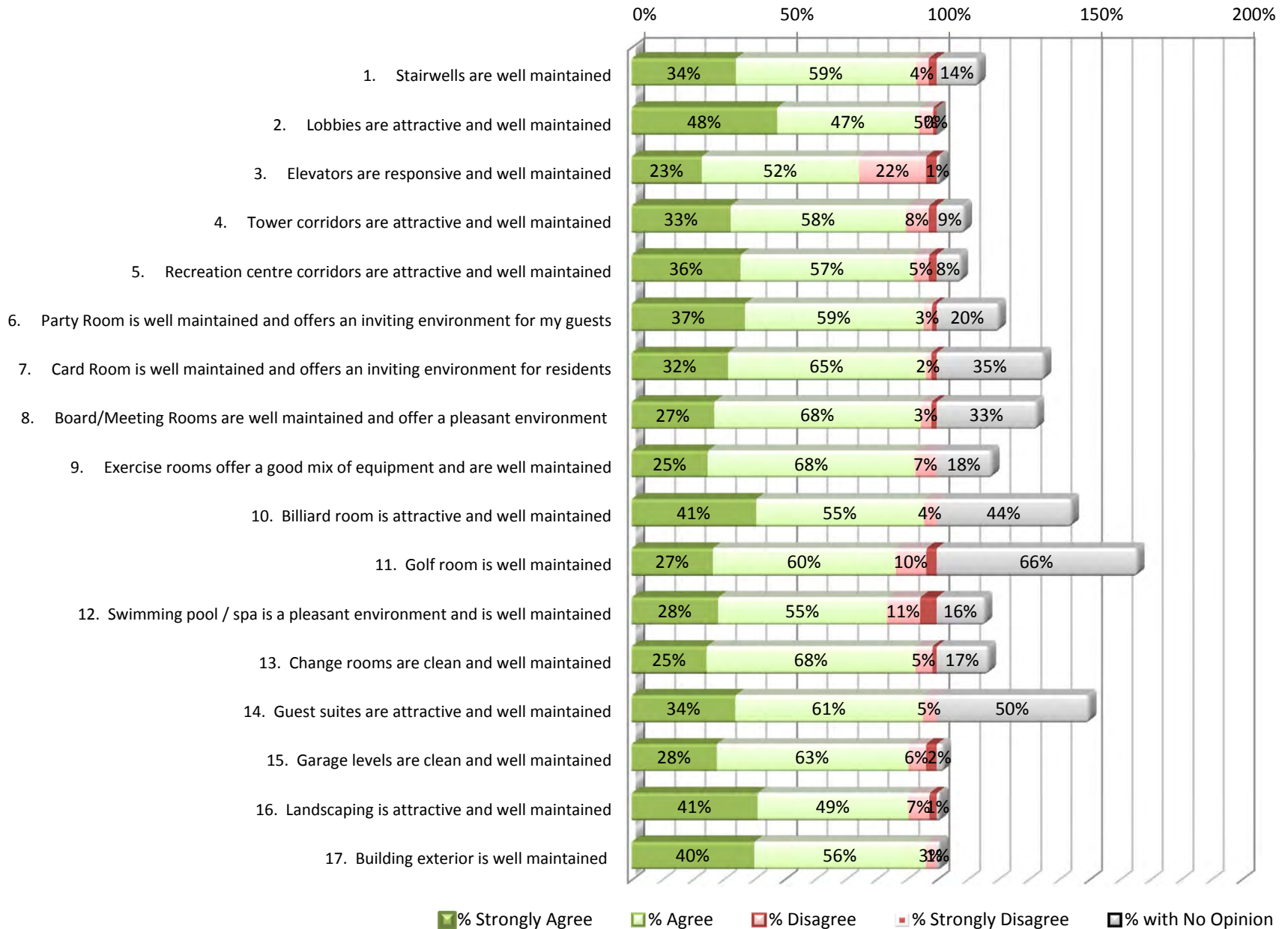
RESPONDER DEMOGRAPHICS

Total number of respondents 88



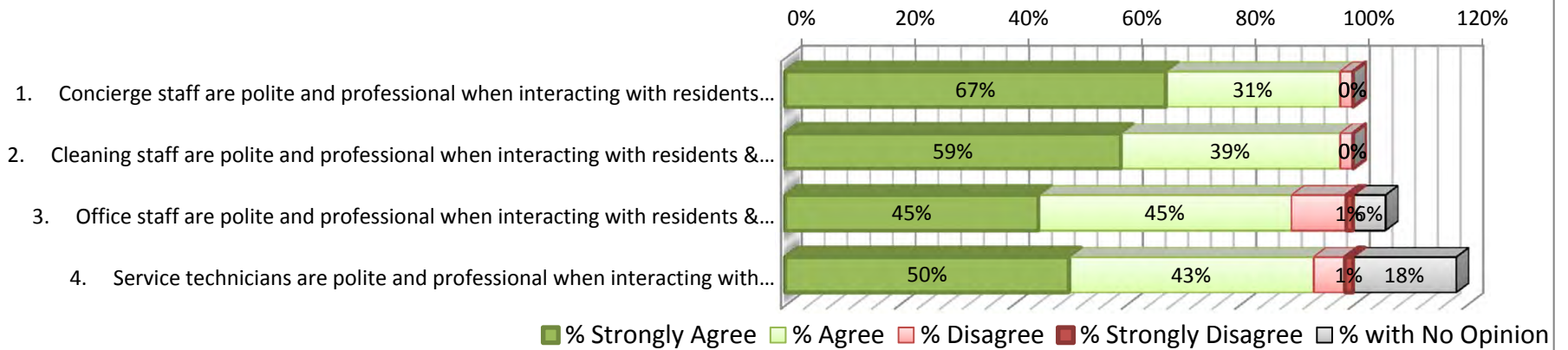
Respondents were equally distributed across all levels of the building. Almost half have lived here for 7 years of more, while the other half from 2 to 6 years, and a few (6%) who have moved in recently. Most (59%) respondents have at least one suite mate, while 41% are the sole occupants. The vast majority of respondents (87%) do not have any children living in their suite.

SECTION A - MAINTENANCE AND APPEARANCE



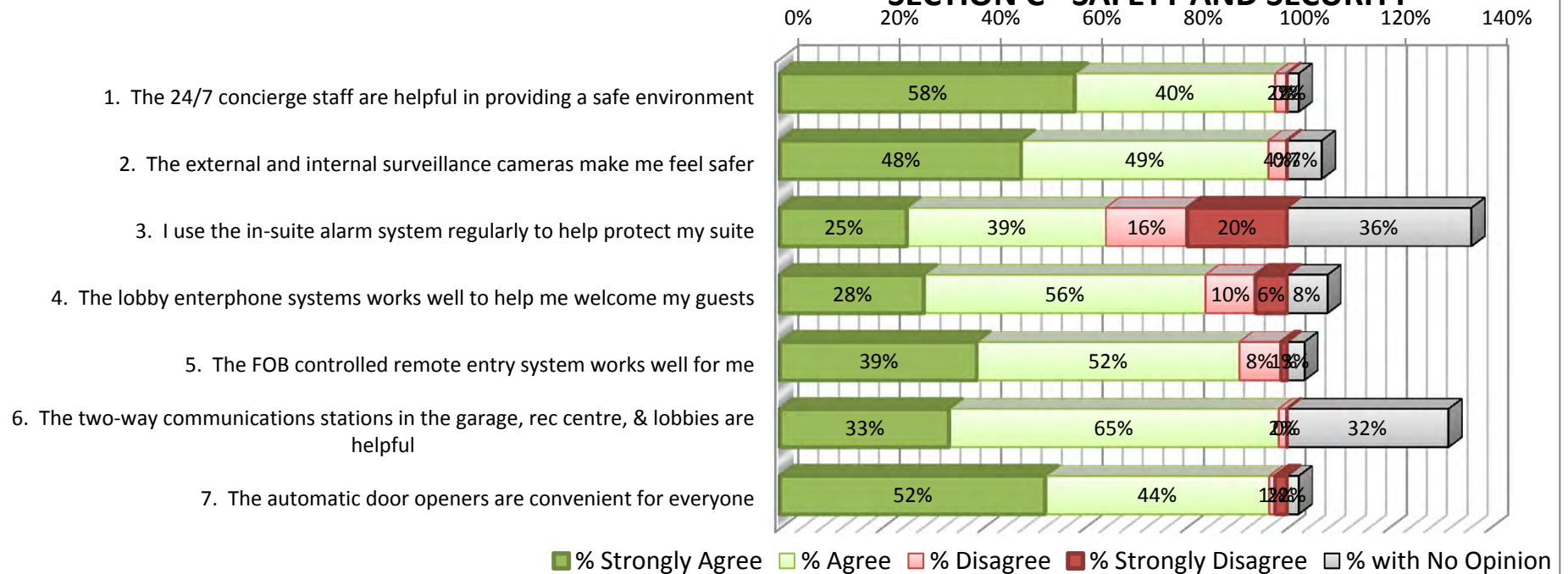
An average of 92% of residents agreed or strongly agreed about the high quality of maintenance and appearance of the Essex site. However, some 25% expressed concern about the reliability of our elevators. 16% expressed concern about swimming pool/spa cleanliness.

SECTION B - ESSEX STAFF



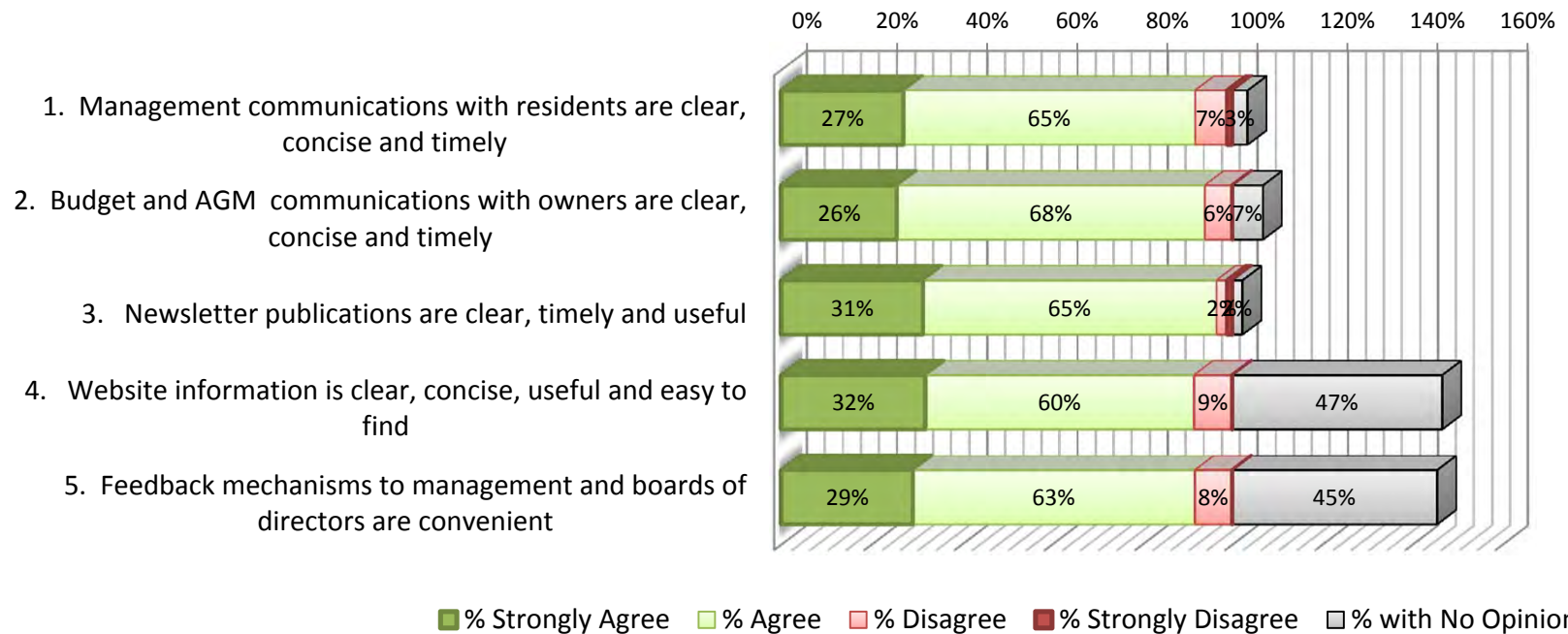
Very strong overall support for the polite and professional staff working for Essex residents. Just (11%), who have had suite-specific issues with the corporation and office staff, are not so sure.

SECTION C - SAFETY AND SECURITY



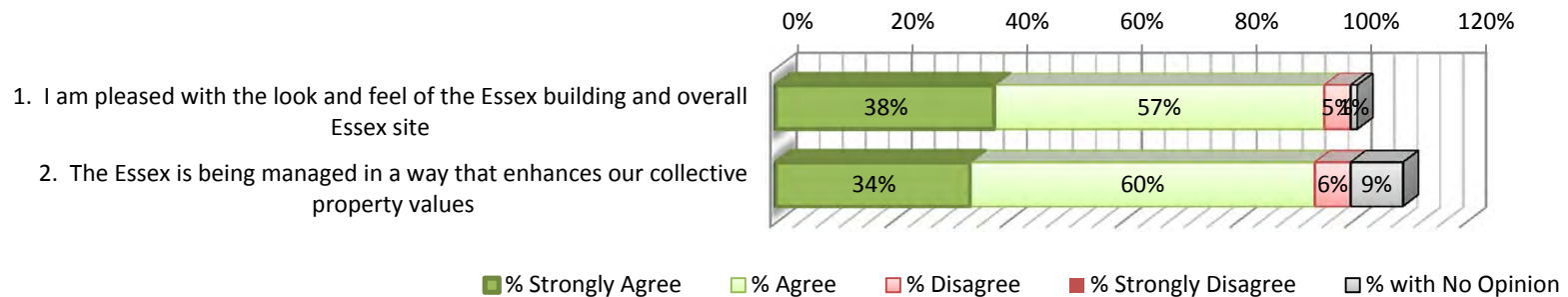
Overwhelming support for the safety and security provisions provided at The Essex. However, many residents (36%) disagreed the suite security alarm system was useful and an alarming 36% had No opinion, apparently mostly due to lack of knowledge on how to work the system. And the lobby enterphone is a concern to 16% because of cell phone use as primary phone or call waiting feature.

SECTION D - COMMUNICATIONS



Overwhelming support (93% overall agreement) of the high quality of communications afforded Essex residents. Almost all users find the Essex website useful, but many (47%) apparently still do not access the site. Almost all users who have used the feedback mechanisms find them convenient, however 46% have not found the need to use them.

SECTION E - OVERALL RATING



An overwhelming (95%) of respondents voiced a positive agreement to the attractive appearance and quality of management of the Essex site, while offering 240 suggestions and comments for consideration.

ESSEX 1 RESIDENTS SURVEY REPORT (2013) - SHARED FACILITIES SUGGESTIONS

The following are the suggestions offered in the January 2013 Essex 1 Residents' Survey. Responses and/or actions taken or pending from/by the Essex 1 Board are included.

POOL/SPA:

Suggestion: Convert the pool/spa purification from chlorine and bromine to salt water.

Response: This option has been considered in the recent past and been rejected because of the additional corrosive effect of salt water on metal equipment with no discernible positive impact on swimmer comfort. Chlorine (Pool) and Bromine (Spa) are the approved standard, most widely used treatments for pool purification.

SECOND HOT TUB:

Suggestion: A second hot tub in the pool would be beneficial. People desire to use the hot tub as much as the pool.

Response: We do not consider installing a second HOT TUB to be in the general interest of The Essex. Our priority would be to make the current installation work as well as possible for the comfort and enjoyment of all.

Suggestion: Install a TV in Hot Tub mounted on roof.

Response: We do not consider installing a TV in Hot Tub mounted on roof to be in the general interest of The Essex.

PARTY ROOM:

Suggestion: Make (Party Room) available partial for small groups (under 20) at more affordable rate or less expensive party room rental. The Party Room is too expensive to rent, especially for smaller groups

Response: Party Room security guard requirements revised (March 2013) to recognize needs related to different size gatherings. No security guard (\$80 minimum) for groups below 25. Room rental rate is unchanged at (\$100) as is common across condominiums. Card Room (March 2013) made available for rental (\$50) for small groups (up to 12), no security guard.

CARD ROOM:

Issue: Card room seems to be used for everything but card playing.

Response: The Card Room is normally available to residents on a first come first served basis. For a fee, the Card Room can now (March 2013) be booked for private events.

EXERCISE/AEROBICS ROOMS:

Issue/Response:

- a. Replacement of machines occurs when they reach the end of their life cycle.

- b. Controller to use the Aerobics Room DVD player now available in the Aerobics room.
- c. Aeration in both rooms is being reviewed – may need airflow settings to be adjusted.
- d. Hours of access to Aerobics Room questioned – now open 24/7, the same as the Exercise room.
- e. Switch off the lights sign posted in both rooms.
- f. Instructions for using the rowing machine being re-searched.

MORE EXERCISE OPTIONS:

Suggestion: Bring in a variety of classes, perhaps from different service providers. (i.e. Boot Camp, Pilates) It would be nice to have a change from Zumba and Yoga.... For seniors and physically challenged, open opportunity to form walking groups for short distance fitness and exercise or other forms of group activity for seniors and those physically challenged.

Response: Seniors Pilates being offered on Thursday morning (June 2013). We are open to more class options for residents. Just let Management know your thoughts and will invite proposals on your behalf. For those who are interested, the Thursday Morning Coffee Gathering is a great place to find others with common interests. We can put up a poster to publicize the idea, as well.

Suggestion: Add Exercise ball, or Deadlift weights, or Cowbell weights

Response: Current policy is to encourage residents to bring their own exercise ball of choice to the Aerobics Room for their exercise activity. With the new requests, we have added Yoga/StabilityBalls to the Aerobic Room's complement of equipment.

BILLIARDS ROOM:

Suggestion: Post on site or online list of players who may be interested in a friendly game or two on invitation.

Response: Such a list exists today. Go online to www.theessex.ca/Site/pdfs/Ladder%20Web%20%20instructions.pdf

MOVIE ROOM:

Suggestion: Install a movie room.

Response: There is a large TV (equipped with a DVD Player) mounted in the Party Room for those who wish to rent and watch movies. In the recent past, the Corporation has sponsored "Movie Nights" that did not generate significant ongoing interest. There is a smaller TV (with a DVD Player) in the Card Room for general viewing. When the TV there needs to be replaced, we could consider installing much larger TV viewing equipment.

GOLF ROOM:

Suggestion: Convert Golf room for other uses

Response: The Golf Room is one of the amenities provided for in the Declaration. Elimination of this amenity cannot occur without changing the Declarations of both buildings, requiring approval by a large majority of owners. We believe there is little likelihood that this would be approved. Given the above, we will continue maintain the golf simulator to keep it operating as it should and when it reaches its useful life, we will replace it with the most suitable golf simulator technology available at the time.

BOXING EQUIPMENT:

Suggestion: Add boxing equipment to the facility.

Response: Not sure where this would go. The option of converting the golf room has been rejected)

CORRIDOR CARPET:

Suggestion: Advance the carpet replacement timing.

Response: Carpet just inside the rec centre in front of the party room is scheduled in 2014 for replacement with ceramic tile (for a better look and longer life) to match what is installed in the P1 lower lobby and on the west side of the rec centre.

LANDSCAPING:

Issue/Response:

- a. More flowers along the east side off raised area along the ramp are being investigated by SFC.
- b. Installations of planters at main entrances are under review by each building.
- c. Although, landscaping is viewed as well maintained, more attention will be paid to removing air blown debris more promptly.

Suggestion: I would suggest getting better lawn service for the summer (they are forever cutting the grass too close.)

Response: We believe the current frequency and standard of care for the grass is what residents expect and value.

GARAGE CLEANING FREQUENCY

Suggestion: Clean the underground parking on time in Spring and Fall!

Response: The standard is a once a year spring power wash to clean out all the winter grit and grime. Leaves are cleaned out in the fall. If necessary, a fall power wash is conducted. On a scheduled basis, all the overhead pipes are cleaned. More attention will be paid to cleaning around the ramps in the fall.

GARAGE OTHER:

Issue/Response:

- a. The positioning of all mirrors is being reviewed to ensure they are properly focussed to enable safe driving.
- b. To reduce Dundas Street ramp traffic for safety reasons, the Dundas Street ramp door is purposefully restricted to open only on FOB control. Visitors are instructed to exit through the rear, Viking Lane door, which opens automatically on sensing a vehicle.
- c. Speed bumps in a confined space such as our garage can cause more traffic issues than they are intended to solve.

- d. The alarms in the garage are set off by residents pushing the red button on their FOBS.
- e. No signal lamps for cars in opposite directions are being considered.
- f. Residents with cars illegally parked on the street and underground levels are warned and ticketed to ensure our guests have somewhere to park.

BIKE RACKS:

Suggestion: Install indoor bicycle room or bike racks

Response: There is almost no common area space that could be converted to bike rack usage outside drive lanes or owned parking stalls.

Residents who have a parking spot facing an interior wall only, can more securely store their bicycle in their parking stalls by the installation of an eyebolt attached to the wall in their parking spot.

The only other alternative in the garage is to convert visitor parking stalls, presumably on P2, with the possibility of up to 30 bike racks. To be fair, since this new amenity would be offered on a first come first served basis only, and not be open to all, we would need to rent these out at a reasonable monthly fee. All of this subject to advice from legal counsel. An owners' survey (Summer 2013) is planned to enlist support for installation of bike racks on a rental basis.

UNDERGROUND CARWASH:

Suggestion: Underground Car wash station for residents

Response: An existing visitor parking stall would need to be equipped with at least a hose and drain.

Considering that there are many full-service or do-it-yourself car wash options in the neighbourhood, it does not seem worth it to try to replicate one here.

VIKING LANE ENTRANCE DOOR

Issue: Return access for party room guests stepping out for fresh air through the Viking Lane door

Response: A portable FOB is now provided to the host renting the party Room for guests to exit and enter from the Viking Lane Door.

Issue: Rear entrance door off Viking Lane not closing properly.

Response: Done, March 2013). Many unsuccessful repair attempts and increased usage by parents and school children and convenient option for TTC wheel-trans riders has prompted replacement of the closing mechanism with automatic door openers.

INTERIOR SECURITY CAMERAS:

Suggestion: Install more surveillance cameras "on exiting/entering doorway small gym and pool and cameras on entrance to p2, p3 to parking spaces.

Response: We do not believe this is warranted at this time.

RULES:

Issue/Response:

- a. A resident complained that too many residents are parking in visitor parking and the rule should be enforced more strictly.
- b. Another was unhappy about pets defecating on the property. All complaints are followed up with the pet owner.
- c. Others reported that too many residents are not showering before using the pool and spa. Communications about this is ongoing.

PARKING PASSES:

Suggestion: My fees are ample to accommodate increased parking for my guests in excess of 5 days / month.

Response: One resident wanted more visitors overnight parking passes per month. Management determined that the person needing the passes was in effect living here much of the time and needed to arrange for a resident parking spot.

PET ACCESS:

Suggestion: Pet-friendly entrance/exit through amenity area

Response: Keeping animals out of the recreation centre responds to a public health objective. There are other convenient options. We have no intention of relaxing the rule.

DUNDAS RAMP COVER:

Suggestion: Is it worth installing an aesthetically pleasing all year snow shield roof over the Dundas Street ramp, at an estimated cost of \$20,000 - \$30,000, to save about on electricity, or closing the front ramp door for the winter, with all entering and exiting traffic forced to the Viking Lane door?

Response: It is the builder's (Tridel) standard safety policy to install heat tracing on all ramps of the condominiums they build. Even with an installation of a "roof top" over the ramp, the heat tracing would still be required as the ramp is still exposed to outside weather. As such, it does not justify the expense for Tridel to install roofing over ramps. Heat tracing is installed on inclined ramps for safety purposes and to protect the corporation from liability issues, in the event that someone is injured or has an accident on the slippery slope. It also saves on garage door damage from vehicles sliding down the ramp.

The heat tracing is controlled by a precipitation sensor. This means it is not running 24/7, instead when the sensor picks up snow, water or freezing rain it will activate the sensors and remain on only while necessary

Estimated usage for a typical winter is approximately 1000 hours (1000 x 60kw x \$0.14 = \$8,400 annually in hydro consumption). That works out to \$1.28 per month in average maintenance fees for each of the 548 suites at The Essex for the benefit of this safety precaution.

Closing off the main ramp completely for the duration of the winter would cause more wear and tear on the one exit at Viking Lane as well as chaos with in and out traffic through one entrance/exit.

ESSEX 1 RESIDENTS SURVEY REPORT (2013) – TOWER SUGGESTIONS

The following are the suggestions offered in the January 2013 Essex 1 Residents' Survey.

Responses and/or actions taken or pending from/by the Essex 1 Board are included.

ELEVATORS:

Issue: Elevator service reliability

Response:

- a. The extended outage of our elevator around the time of the survey prompted a review of the frequency of service outages and time to repair. At this point the outage frequency and time to repair has RETURNED TO the industry norm.
- b. The one extended outage appears to have been an aberration in service response. The company has apologized and offered financial consideration to atone for their under-performance.
- c. On our part, we have changed our policy about weekend callouts. Now, if any 2 elevators are out at the same time on the weekend a service call will be made to rectify the situation.
- d. We continue to monitor performance and have no hesitation in changing companies should the current one not perform after their apology and assurances.
- e. One resident did not realize that an elevator showing as being on P1 was on move service and therefore did not respond to their call for service.
- f. Another resident noted that elevators seem to bypass her floor. We are not aware of other reported incidents of this kind.

CORRIDOR/LOBBY RENOVATION TIMING

Suggestion: Advance the timing of renovation of tower lobbies and corridors.

Response: Current plan is to consider a renovation process in 2014. The schedule and scope will be determined then with work to follow. The process will include the engagement of professional design expertise, generation of finish alternatives and ultimate opportunity for residents to review options and voice their preferences. The goal will be to keep the standard of appearance consistent with the same quality as original, while considering more current design options.

The work will be paid from the Reserve Fund. Replacement of lobby furniture and plant(s) will be part of the above process, but can be worked somewhat independently but needs to be aware of the overall lobby decorating look and feel.

An important issue is the need to balance the desire to make major decorative improvements soon while the Reserve Fund profile does not show expenditures on these kinds of items for another 4 or 5 years.

CLEANING/MAINTENANCE:

Issue/Response:

- a. Suite doors and frames with scrapes, scuffs, and a large amount of rust bleeding through were painted recently.
- b. Keeping all suite doors and frames attractive is an ongoing priority.
- c. Cleaning protocols and schedules and materials are reviewed regularly, to ensure our expected standard of care is maintained.
- a. A twice a year program is the norm for window washing and what we believe to be sufficient.
- b. Making sure there are two big bins in the recycling room is the policy.

TRISORTER:

Suggestion: Install a Tri-sorter for recycling. Pay 5 to 10 \$/month

Response: There are no plans to install a Tri-sorter. Tri-sorters (while a great idea) present significant operational problems.

COMMUNICATIONS:

Issue/Response:

- a. Make sure notices about garage power wash that requires the moving of resident cars is done with sufficient lead time so that residents have travel plans can make arrangements.
- b. Make sure elevator postings are clear and concise.
- c. Office hours need to be reviewed to ensure resident convenience.
- d. Generally, the Concierges received appreciative comments for good service. However, Concierges were asked to always call up to the suite when a delivery or guest arrive and does not use the enter-phone for access.
- e. Overall, the quality and performance of staff were applauded. Cleaning, Management and Concierges were specifically cited for being polite and doing a good job.
- f. One resident, for cost reasons, wondered about the number of cleaning staff that we needed.
- g. One other resident was concerned that some other contracted staff engaged in service roles on occasion did not respect the building in pursuit of their duties.

Suggestion: More of these surveys.

Response: Glad you liked it.

INSUITE ALARM SYSTEM:

Issue: Many responders noted that they do not make use of the system, mostly due to not knowing how.

Response: Information on how to use the system was published in the March 2013 Newsletter and is available on our website and our concierges are available for advice as well.

ENTERPHONE ACCESS

Issue: Some residents are not able to use the interphone system because they have no land line telephone account.

Response: Information on how to make the enter-phone work for residents who use a cell phone to meet all their needs was published in the March 2013 Newsletter. The solution is an inexpensive handset, no telephone account needed.

When we replace the current system at the end of its service life, we will consider permitting cell phones to activate the enter-phone system as well.

Sometimes, when Rogers or Bell makes a change to a suite line, the enter-phone gets disconnected. If that happens, call management for advice.

NEW ACCESS DOOR

Issue: Install secure doors at P1 rotunda to prevent "guests" from entering from P1 parking entrance to access our tower elevator. Party security guard is not enough to prevent unauthorized access to our tower elevator.

Response: This option has been requested on more than one occasion in the past. There has never been an incident to come close to warranting this action. No action is planned.

STAIRWELLS

Issue: Stairwells need to be monitored. Doors are not closed fully and are hazard in case of fire causing smoke to fill the stairwells. I offer to be a monitor of south stairwells from F12 to P3.

Response: The Property Manager welcomes any resident reporting a door that is not closing properly.

NOISE INCIDENTS:

Issue: A resident reported ongoing loud argument from the unit above.

Response: Whenever you hear of an altercation that you feel could be violent, report it immediately to Security.

FOBS:

Issue: FOB Response

Response: The battery in the FOB needs to be replaced periodically so that the wireless signal is strong enough. If the FOB still does not perform satisfactorily, then see Management about a replacement.

Issue: The Fob is clumsy and outdated

Response: At some date, replacement of all FOBs with new technology will be considered, but that will be at the cost of each user. Currently, there is no ground swell for that.

RULES

Issue: Pets (mainly dogs) are not being carried in the common areas as per the rule and are having accidents in common areas

Response:

We have obtained legal advice that suggests the courts would find strict application of this rule to be unreasonable and be set aside. We have been further advised that a legally reasonable application of the rule would be to enforce it as choice of either carrying the pet or keeping the dog controlled on short leash.

Our policy is that all reported violations of our pet rules (such as dogs barking at all hours, etc.) are followed by a warning (usually via the Property Manager) to the pet owner explaining the need to fully comply with all the provisions. As per the rules, should the violations be repeated, the Board will exercise its power to declare the pet a nuisance and order its permanent removal from the property. Usually, legal advice is ought to ensure the evidence supporting the removal order is **solid**.

Issue: Refusal to Open Suite Door Policy of the concierge not opening doors if someone has lost keys is very inconvenient.

Response: The policy is in place for resident safety and to protect the corporation from legal liability. To date, continuation of the policy is the right thing to do.

[However, one option that might be acceptable is the purchase (for a fee) of a combination padlock key lockbox (similar to those used by realtors) by a resident in which a key could be stored in a secured rack in the lobby storage room. Security, upon the resident showing of personal id connected to a list of registered lock box owners would open the storage room so that the registered owner of the lockbox could access the lock box and get the emergency suite key. Only the resident would know the combination to the lock box.

However, our legal counsel strongly advises against this idea, that while it might be appealing as a convenience, the corporation could still be held liable for facilitating entry to a suite by a person who ultimately does harm to a resident of the suite. Accordingly, no action is planned.

Suggestion: Proactive solution to getting owners to properly use garbage chutes. Emphasis to residents on community considerations, specifically reminding people how to use the garbage chutes (as some people put their recycling there) & being considerate of noise.

Response: We recently, put up signs on the doors of all the garbage chutes about the hours of use. The Property Manager responds to all complaints with letters to all the suites on the floor in question.

Issue: Smoke on balconies also enters surrounding suites trying to get fresh air.

Response: To date there is no law banning people from smoking on balconies.

Suggestion: Please allow us to take advantage of the free HD signals. Allow us to install HD antennas as long as it is not directly attached to the property.

Response: This would create an unsightly appearance to the exterior of our building should resident be allowed to install satellites / HD antennas; also this rule forms a part of the declaration which in order to change would require 90% of owners in writing to agree.

Suggestion: Tips on how to care for unit and a list of service people to contact when needed. Or a handyman would be great. It could be good to have access to a reputable handyman, not on the Essex payroll, just available for hire on a cost per use basis.

Response: The Property Manager can provide a referral to trades people who the corporation has dealt with successfully. Obviously, any arrangement is between the resident and the tradesperson.

CONCIERGE COVERAGE:

Suggestion: Better concierge coverage - Desk should be covered at all times and is not.

Response: To provide constant concierge coverage at the front desk would require the addition of another person on a 24/7 basis. This would double our current concierge budget of \$212,000.00 to our total budget and cost us all about an average of \$75.00 in monthly maintenance fees. If Essex 2 agreed we could share the cost, but the added cost is still substantial.

But, anytime the concierge is not at their desk to investigate an issue or be on patrol, you can call them back to the desk by using the intercom at the Concierge deck. They will be there in five minutes. So seems to us 5 minute wait is not worth the extra cost.

MAIL SERVICE:

Suggestion: Mail pickup for post office drop by letter carrier.

Response: Canada Post is systematically reducing post boxes. The closest one to here is across the street at Six Points Plaza.

HALLWAY ISSUES

Issue: The fan in the corridor is often blowing cool or cold air into the corridor and into my apartment when the weather is wintry which seems counter-productive. I have to buy a heater and have the heat on often when it should not be.

Response: When this is occurring, residents must report it to security and/or Management so it can be corrected.

Issue: Hallway cooking odours seep into suites

Response: Residents disturbed by cooking odours should report it to security at the time. Security will then investigate and try to determine which suite it is coming from. A report will then be written for Management who will follow up with the suite creating the odours. Often times it is as simple as informing them to turn on their exhaust fans when cooking.

ABOUT COSTS

Issue: Fees seem to be continually increasing. Why can't they be frozen?

Response: In spite of our best efforts to contain costs, keep rising every. Because unfortunately, the price we are charged for utilities keeps going up, the people costs for our contracted staff keeps going up, and as do our mandated contributions to our reserve funds.

For example,

- CPI inflation that affects about 40% of our budget has gone up an average of 2.3% per year for the past three years.
- The price of electricity is going up 8% per year.
- The regulated price for Natural gas for heating is going up 3% per year; luckily, the cost of the gas itself is flat due to our multi-year fixed price contract.
- Water is going up 9% per year to pay for the city water distribution infrastructure.
- Our Tower Reserve Fund contribution is going up 3.2% per year.
- Shared Facilities costs that are subject to all the above factors are going up an average of 5.6% per year.

In total, these cost pressures have averaged 4.4% per year for the past three years, while our maintenance fee have gone up only an average of 3.4% per year for the past three years. And if we take out the HST effect in 2010-11, our average increase would have been only 2.6% for the past three years.

So we feel pretty good about where we are at, even though like all of you we wish fees would not ever increase, but that is not the world we live in.

Suggestion: Install Individual hydro meters so as not to subsidize the owners who rent their units and so save money on my own hydro usage.

Response:

The hope is that suite metering will lower costs for unit owners who conserve use because they see the direct effect. The reality is, while there may be some usage reductions, the total \$ cost paid by most unit owners at Essex 1 would actually be higher due to the administrative costs that must be charged to do the metering and billing service.

For example, if we at Essex 1 went for suite metering tomorrow and used the same service as Essex 2 (metering and meter cost @ \$14/month), our total suite electricity \$ costs would go up 30 to 40% versus what you are paying for suite electricity in your fees today. If we used Toronto Hydro to bill us, the cost increase would be even higher, because of their \$20+ monthly customer charge that covers the cost of individual billing.

As you know, Essex 2 had suite metering built into their operations at day one. However when you compare their total electricity cost (both suite and common elements) on a \$ per square foot basis per month, Essex 2 owners are paying 10.4 cents per square foot per month versus we at Essex are paying 9.3 cents per month per square foot.

Given all this, we have no plans to install suite metering, at this time.

Issue: Where could we reduce cost by changing our lighting practices?

Response:

Over the past seven years, we have implemented 6 tower specific and 3 shared facilities projects to save on gas and electricity costs. In total, we in Essex 1 have spent about \$90,000 of the total \$148,000 cost and in 2013, Essex 1 is getting about \$85,000 in annual savings. When each of these investments was made, the immediate savings paid back the investment in just 1.2 years.

Of these, some have been lighting changes in our corridors, lobbies, rec centre and garage.

And important for every one of us, we are paying an average of about \$30.00 a month less in maintenance fees because of the investments to reduce energy consumption. We did not make any energy conservation investments in 2012, but we will continue to look for other opportunities. However, it is likely the next major savings will be from more efficient boilers and chillers when these large pieces of equipment need to be replaced 5 to 15 years from now.