

# GreenON Rebates FAQs

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# GreenON Rebates FAQs

## A. Contractors

### I. General

#### 1. **What is the program end date? Is it March 31, 2018?**

There is no program end date announced. The sooner your Participating Contractor submits your application after the project is finished, the sooner you'll receive your rebate cheque (8-12 weeks after the application is approved). There has been some confusion around the "deadline" of March 31, 2018. If a project is installed between December 13, 2017 (program launch date) and March 31, 2018 (an annual cut-off date), the application should be submitted by April 30, 2018 (annual paperwork deadline). If a project is completed between April 1, 2018 and March 31, 2019, the application should be submitted by April 30, 2019.

#### 2. **How do I submit an application?**

Using the username and password provided to you via email from HRAI, you can access the contractor portal. This contains the online submission system for applications. Prior to the launch of the online submission system, applications can be submitted via email following the instructions provided by HRAI.

#### 3. **How does the Green Ontario Fund determine whether a contractor can participate in the GreenON Rebate program?**

To participate in the program, contractors must meet the minimum business, certification, and training and orientation requirements, and sign a Contractor Participation Agreement. Full details are included here: [www.greenon.ca/contractor-signup](http://www.greenon.ca/contractor-signup)

#### 4. **If a contractor is already registered with the IESO for the Save on Energy Heating & Cooling program do they have to register specifically for the GreenON Rebates Program?**

Yes. If a contractor is currently registered as a Participating Contractor with the Save on Energy Heating & Cooling program, the contractor must sign a new Contractor Participation Agreement (between the contractor and the Green Ontario Fund—a different agency than the IESO). It can be found under step 3 here: <https://greenon.ca/contractor-signup> and sent to [greenonrebates@hrai.ca](mailto:greenonrebates@hrai.ca)

#### 5. **What is the timeframe for approval to showing up on Contractor Locator?**

Once all required documentation has been received, it is typically 5 business days before the contractor's name is listed on the contractor look-up map.

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### **6. When will <http://greenoncontractorresources.ca/> be live?**

The target date is February 2018.

### **7. Why do contractors have to register?**

Quality assurance and consumer protection is embedded into the program design through the requirement for consumers to select a participating contractor to complete the home upgrade. Participating contractors are required to:

- Meet minimum business licences, insurance, technical certifications, and customer satisfaction
- Complete program orientation and training requirements
- Sign a Contractor Participation Agreement

All participating contractors supporting documentation is screened by the IESO's delivery vendor to validate the documentation received. IESO also has the ability to remove contractors from the program immediately for a number of scenarios including misrepresentation by the Contractor failure to meet the eligibility criteria, failure to meet or comply with any program requirement, misuse of the IESO's intellectual property, any submission of multiple incentive claims relating to a single installation, or any fraud or suspected fraud.

### **8. Why not make it easier for windows contractors to apply?**

The program launched on December 13, 2017 and the contractor registration validations require time. For windows contractors, many are waiting to register after they have completed the Window Wise training program—there are many courses happening across the province throughout Q1 2018. New contractors are being added to the list every day. Customer satisfaction for home renovations and upgrade projects is of prime importance for the GreenON Rebates Program therefore the contractor eligibility requirements for experience, training, certifications, insurance, etc. must all be met.

### **9. Can I charge customers an application fee for completing the GreenON Rebates form?**

No. Contractors cannot charge customers a fee for participation in the GreenON Rebates Program. This is included in the Contractor Participation Agreement that all Participating Contractors must sign.

### **10. What exactly are you looking for in the photos required for each project?**

The before and after photos should provide evidence of the work completed. Full details of photo requirements are included in the Program Rules in section 3.3.2 Documentation. For

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example, when exterior wall insulation is installed, the before photo should show a ruler in the area insulated; the after photo should include a ruler in the area insulated.

### **11. The GreenON site notes "we'll also be adding select contractors affiliated with the Lowe's Canada, RONA and The Home Depot contractor networks". Why is the program using retailer networks as the conduit for this program?**

The GreenON Rebates Program has the same requirements for all Participating Contractors, whether they are independent companies or part of a contractor network. The full requirements for contractors to become Participating Contractors are available here: <https://greenon.ca/contractor-signup>

The GreenON Rebates Program is leveraging existing contractor networks to help boost province-wide coverage of contractors and to provide additional customer choice when it comes to selecting a contractor.

## **II. Insulation**

### **12. Can a non-spray foam contractor who later becomes certified for spray foam be updated in the system.**

Yes, contractors can update their profiles provided they fulfill any measure-specific training and/or licensing requirements.

### **13. What will happen if a contractor shows up and the customer has already removed the old insulation themselves ahead of time? Will before pictures need to show previous existing insulation every time?**

The contractor should proceed with taking a before photo showing the area to be insulated. Before pictures can only show what is there when the contractor arrives.

### **14. For a house on piers or stilts (with no basement) is the underside of the home eligible for an insulation rebate?**

The floor of a house on stilts is eligible as exterior wall. Energy savings better reflect an exterior wall than a basement wall.

### III. Windows

**15. Does the company ( window dealer) hiring the installer have to be Window Wise certified as well or would the requirement be solely on the installer to be Window Wise certified?**

The counterparty in the GreenON Contractor Participation Agreement must have all required documents and licensing. If they sub-contract the work, the general contractor is responsible to ensure their sub-contractors have all the required documents and licensing as well.

**16. Does an eligible windows installation need to be Window Wise certified, or just the installer needs to be Window Wise certified? Does the window manufacturer have to be Window Wise certified? Do you require SAWDAC membership?**

GreenON Rebates requires Participating Contractors for windows installations provide evidence of completion of the Window Wise training course. There are no other Window Wise requirements for window manufacturers or Window Wise certifications of installations. Installers may wish to purchase windows from Window Wise certified manufacturers, and offer customers the option of Window Wise certification of their installation, but these are not program eligibility requirements.

Contractors do not need to be SAWDAC members. They simply need to get the Window Wise training and show proof of that when signing up as a Participating Contractor. SAWDAC is waiving membership fees for any contractor that signs up for the program (but they must ask).

**17. Under the requirements of Window Wise, do you require a copy of all of our installer certificates?**

Yes, this is required as part of the contractor registration process. Full details are available at [greenon.ca/contractor-signup](http://greenon.ca/contractor-signup)

**18. How many windows can I replace with a GreenON Rebate?**

You can replace up to 10 eligible windows. The rebate is \$500 for each rough opening. The maximum rebate per home is \$5,000. Note that the rebate is applied to the cost of purchasing and installing replacement windows.

**19. Do windows invoices need to be divided by each window?**

No. Companies can continue with standard practice for invoicing.

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### **20. Which windows are eligible under the GreenON Rebates Program?**

Windows must meet the product eligibility criteria—Energy Star Most Efficient 2017, Climate Zone 3, with a U-value at or below 1.4 1.4 W/m<sup>2</sup>•K or 0.25 Btu/h•ft<sup>2</sup>•°F

### **21. If replacing a small basement window where the incentive would cover more than the window installation, would the customer qualify for the full \$500 rebate? (Cost of install \$350 rebate \$500)**

No. A window replacement must be more than \$500 (cost of materials and labour) to be eligible for the rebate.

### **22. If I was to replace a basement window in a poured concrete opening and a steel frame, with a window that meets all other eligibility requirements with brick mold, and jambs, would it qualify? The steel frame is structural and would be staying in this scenario.**

No, the window would not be eligible, as the rebate is per rough opening so the frame must be replaced.

### **23. If replacing a bay window are we able to replace just the windows or do they need to rebuild the whole bay?**

The rebate is per rough opening, so if a structural pillar cannot be replaced, the rebate is still per rough opening (i.e. a bay window with 3 panes of glass would be considered one window).

### **24. What if I take a window that is Energy Star most efficient but add frosted or textured glass, is it still eligible? Not sure how these glass types affect Energy Ratings as the window are all rated with clear glass.**

Eligible windows are those on the Energy Star Most Efficient 2017 list with a U-value at or below 1.4 1.4 W/m<sup>2</sup>•K or 0.25 Btu/h•ft<sup>2</sup>•°F and Climate Zone 3. The windows receive their rating with the glass listed, so altering the glass will likely affect the efficiency. You can attach a frosted film on the glass for privacy purposes if desired.

### **25. Does this rebate apply to patio doors or other doors with a lot of glass surface?**

The rebates are for windows only. If you are concerned about drafts from your doors, you should consider weather stripping, caulking and adding insulation. You can also look at potential repairs to see if your door is still properly aligned with the frame as gaps can emerge as a house settles over time.

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### IV. Air source heat pumps

#### **26. Can an air source heat pump replace a natural gas furnace? What about a central air conditioner?**

No. An air source heat pump is not eligible for a rebate if it replaces a natural gas furnace or is installed in a home with a natural gas furnace where the homeowner intends to use the natural gas furnace as the primary or secondary heating system. An air source heat pump is not eligible for a rebate if it replaces a central air conditioner.

#### **27. Can a customer participate in the Save on Energy Heating & Cooling Program to get a rebate on an air source heat pump and also get a rebate for that unit from the GreenON Rebates Program?**

No. Stacking of incentives or 'double-dipping' is not permitted.

#### **28. Are the product eligibility criteria different for ASHPs in Heating & Cooling program and GreenON Rebates?**

No. The eligibility criteria are the same in both programs.

### V. Ground source heat pumps

#### **29. Are there incentives for replacements and/or repairs of ground source heat pumps?**

Yes. GreenON Rebates program offers rebates for replacement and repairs of an existing system that is minimum 20 years of age and has reached the end of its life or has clearly demonstrated non-performing issues associated with the existing ground loop. Please speak with a Participating Contractor for more details on the eligibility requirements.