

Program Name: GreenON Rebates Program

1. Program Description

The GreenON Rebates Program is designed to encourage homeowners to invest in building envelope and HVAC upgrades to help reduce energy costs, improve occupant comfort and help fight climate change by reducing greenhouse gas emissions.

The Participants in this GreenON Rebates Program are homeowners and landlords.

2. Program Offer / Participant Incentives

2.1 Standard (Provincially-Consistent) Incentives

Table 1 summarizes the Participant Incentives offered under this Program.

Table 1: Participant Incentives

Eligible Measure	Participant Incentive
Exterior Wall Insulation - Replace/increase existing insulation to achieve a total overall R-value of the exterior wall of at least R-20.	\$2/ft ² Capped at \$3,800
Attic Insulation - Replace/increase existing attic insulation to achieve a total overall R-value of at least R-50. Must install a minimum of R-20 to qualify.	\$1/ft ² Capped at \$1,500
Basement Insulation - Replace/increase existing basement wall insulation to achieve a total overall wall R-value of at least R-20.	\$2/ft ² Capped at \$1900
ENERGY STAR® 2017 Most Efficient certified Windows with U value at or below 1.4 W/m ² K or 0.25 BTU/h ft ² F	\$500/rough opening capped at \$5,000
Air Sealing – Participants must install Exterior Wall, Attic or Basement Insulation in order to be eligible for air sealing incentives	\$100/home
Ductless Air Source Heat Pump	\$1,900

Eligible Measure	Participant Incentive
Ductless Multiport Air Source Heat Pump	<p>\$2,500 for one exterior unit and the first two interior units</p> <p>plus \$250 for each additional interior unit attached to the same exterior unit, up to a maximum Participant Incentive of \$4,250</p>
Ducted Air Source Heat Pump	\$3,250
Cold Climate Ductless Air Source Heat Pump	\$2,500
Cold Climate Ductless Multiport Air Source Heat Pump	<p>\$3,000 for one exterior unit and the first two interior units</p> <p>plus \$400 for each additional interior unit attached to the same exterior unit, up to a maximum Participant Incentive of \$5,800</p>
Cold Climate Ducted Air Source Heat Pump	\$5,500

Eligible Measure	Participant Incentive
Closed Loop Ground Source Heat Pumps – Horizontal or Pond Loops	\$2,000/horizontal loop ton plus \$750 for desuperheater; plus \$1,500 for domestic hot water; plus \$1,500 for enhanced performance with COP exceeding 4.0 Up to a maximum Participant incentive of \$15,000
Closed Loop Ground Source Heat Pumps – Vertical Loops	\$3,000/vertical loop ton plus \$750 for desuperheater; plus \$1,500 for domestic hot water; plus \$1,500 for enhanced performance with COP exceeding 4.0 Up to a maximum Participant incentive of \$20,000
Heat Pump Replacement for Existing Ground Source Heat Pump System	\$750/heat pump ton Up to a maximum Participant incentive of \$4,500

Eligible Measure	Participant Incentive
Ground Loop Repair or Replacement for Existing Ground Source Heat Pump System	\$750/loop ton Up to a maximum Participant incentive of \$4,500

2.2 Exceptions

Not applicable.

3. Program Eligibility Criteria

3.1 Participant Eligibility

Participants must:

- (a) be an individual and must be at least 18 years old;
- (b) be the owner, or a tenant with the written consent of the owner, of the residence where the Measure will be installed.

3.2 Facility Eligibility

The location where the Measure(s) will be installed must:

- (a) be located in Ontario;
- (b) be a residential detached, semi-detached or row town house.

3.3 Project and Measures Eligibility

3.3.1 Measures

Measure*	Measure Eligibility
Exterior Wall Insulation	Insulation products must meet the applicable Canadian thermal insulation standard. “System values” or values of materials not tested to Canadian thermal insulation standards cannot be used for determining the amount of
Attic Insulation	

Measure*	Measure Eligibility
Basement Insulation	<p>insulation added. Only Canadian thermal resistivity values are accepted.</p> <p>The material and installation of this measure must meet the following specifications:</p> <p>Appendix 1 Sprayed Insulation Specification</p> <p>Appendix 2 Loose Filled Insulation Specification</p> <p>Appendix 3 Board Insulation Specification</p> <p>Appendix 4 Vapour Retarders Specification</p> <p>Appendix 9 Blanket Insulation Specification</p> <p>The installation of the insulation must take place in an existing home.</p>
ENERGY STAR® Most Efficient certified Windows (most recent version)	<p>Windows must be certified to NRCAN climate Zone 3 and listed as the most recent ENERGY STAR® Most Efficient models and must have a U value at or below 1.4 W/m² K or 0.25 BTU/h ft² F</p> <p>The material and installation of this Measure must meet the following specifications:</p> <p>Appendix 5 Windows Specification</p> <p>Appendix 6 Joint Sealants</p> <p>Appendix 7 Low Expanding Foam Sealant</p> <p>The installation of the new windows must be replacement of existing windows.</p>
Air Sealing	<p>Participants must install Exterior Wall, Attic or Basement Insulation in order to be eligible for air sealing incentives</p> <p>The material and installation of this Measure must meet the following specifications:</p> <p>Appendix 6 Joint Sealants</p> <p>Appendix 7 Low Expanding Foam Sealant</p> <p>The installation of the air sealing must take place in an existing home.</p>

Measure*	Measure Eligibility
Ductless ASHP	<p>Must be a new heat pump that is ENERGY STAR® certified, or that meets the CEE Tier-1 qualification (i.e. has a minimum efficiency rating of SEER 15/HSPF 8.5/EER 12.5);</p> <p>Must be installed in a home that uses electricity, propane or heating oil as a primary heating source. For clarity, homes using natural gas as a heating source would not qualify;</p> <p>Must have an interior unit that is compatible with the exterior unit in accordance with OEM specifications;</p> <p>May be a new installation where an individual is building a new custom home or a replacement of an existing system;</p>
Ductless Multiport ASHP	<p>Must be a new heat pump that is ENERGY STAR® certified, or that meets the CEE Tier-1 qualification (i.e. has a minimum efficiency rating of SEER 15/HSPF 8.5/EER 12.5);</p> <p>Must be installed in a home that uses electricity, propane or heating oil as a primary heating source. For clarity, homes using natural gas as a heating source would not qualify;</p> <p>Must have an interior unit that is compatible with the exterior unit in accordance with OEM specifications; and</p> <p>Must have 2 or more interior units</p> <p>May be a new installation where an individual is building a new custom home or a replacement of an existing system;</p>
Ducted ASHP	<p>Must be a new heat pump that is ENERGY STAR® certified, or that meets the CEE Tier-1 qualification (i.e. has a minimum efficiency rating of SEER 15/HSPF 8.5/EER 12.5);</p> <p>Must be installed in a home that uses electricity, propane or heating oil as a primary heating source. For clarity, homes using natural gas as a heating source would not qualify;</p> <p>have an indoor coil that is listed on the Eligible ASHP and ASHP Coil List.</p> <p>May be a new installation where an individual is building a new custom home or a replacement of an existing system;</p>

Measure*	Measure Eligibility
Cold Climate Ductless ASHP	<p>Must be a new heat pump that is ENERGY STAR® certified, or that meets the CEE Tier-1 qualification (i.e. has a minimum efficiency rating of SEER 15/HSPF 8.5/EER 12.5);</p> <p>Must be installed in a home that uses electricity, propane or heating oil as a primary heating source. For clarity, homes using natural gas as a heating source would not qualify;</p> <p>Must meet the requirements in NEEP’s Cold Climate Air-Source Heat Pump Specification (NEEP, 2017 or more recent); and also meet the following two requirements: (a) COP at -15° C (5° F) greater than 2.0 at maximum capacity operation; and (b) maintain a maximum capacity at -15° C (5° F) that is greater than or equal to 55% of maximum capacity at 8.3° C (47° F);</p> <p>Must have an interior unit that is compatible with the exterior unit in accordance with OEM specifications.</p> <p>May be a new installation where an individual is building a new custom home or a replacement of an existing system;</p>
Cold Climate Ductless Multiport ASHP	<p>Must be a new heat pump that is ENERGY STAR® certified, or that meets the CEE Tier-1 qualification (i.e. has a minimum efficiency rating of SEER 15/HSPF 8.5/EER 12.5);</p> <p>Must be installed in a home that uses electricity, propane or heating oil as a primary heating source. For clarity, homes using natural gas as a heating source would not qualify;</p> <p>Must meet the requirements in NEEP’s Cold Climate Air-Source Heat Pump Specification (NEEP, 2017 or more recent); and also meet the following two requirements: (a) COP at -15° C (5° F) greater than 2.0 at maximum capacity operation; and (b) maintain a maximum capacity at -15° C (5° F) that is greater than or equal to 55% of maximum capacity at 8.3° C (47° F);</p> <p>Must have an interior unit that is compatible with the exterior unit in accordance with OEM specifications; and</p> <p>Must have two or more interior units;</p> <p>May be a new installation where an individual is building a new custom home or a replacement of an existing system;</p>

Measure*	Measure Eligibility
Cold Climate Ducted ASHP	<p>Must be a new heat pump that is ENERGY STAR® certified, or that meets CEE Tier-1 qualification (i.e. has a minimum efficiency rating of SEER 15/HSPF 8.5/EER 12.5);</p> <p>Must be installed in a home that uses electricity, propane or heating oil as a primary heating source. For clarity, homes using natural gas as a heating source would not qualify;</p> <p>Must meet the specifications of NEEP’s Cold Climate Air-Source Heat Pump Specification (NEEP, 2017 or more recent);</p> <p>Must have an indoor coil that is listed on the Eligible Cold Climate ASHP and Cold Climate ASHP Coil List.</p> <p>May be a new installation where an individual is building a new custom home or a replacement of an existing system;</p>
Closed Loop Ground Source Heat Pump Horizontal or Pond Loops	<p>All ground source heat pump systems shall be designed and installed by the qualified ground source heat pump installers.</p> <p>All ground source heat pump must be new and ENERGY STAR® certified (effective January 2012) or AHRI certified;</p> <p>Closed Loop Water to Air System must meet minimum 17.1 EER and 3.6 COP;</p> <p>Closed Loop Water to Water system must meet minimum 16.1 EER and 3.1 COP;</p> <p>For Multi-stage models, EER and COP value shall be calculated as follows:</p> <p>EER= (highest rated capacity EER + lowest rated capacity EER)/2</p> <p>COP= (highest rated capacity COP + lowest rated capacity COP)/2</p> <p>May be a new installation where an individual is building a new custom home or a replacement of an existing system;</p>

Measure*	Measure Eligibility
<p>Closed Loop Ground Source Heat Pump</p> <p>Vertical Loops</p>	<p>Must obtain Environmental Compliance Approval (ECA) if vertical closed loop system extends more than 5 meters below the ground;</p> <p>All ground source heat pump systems shall be designed and installed by the qualified ground source heat pump installers. Vertical loop boring shall be undertaken by the qualified licenced driller as per the Ontario Regulation 98/12 under the Environmental Protection Act.</p> <p>All ground source heat pump must be new and ENERGY STAR® certified (effective January 2012) or AHRI certified;</p> <p>Closed Loop Water to Air System must meet minimum 17.1 EER and 3.6 COP;</p> <p>Closed Loop Water to Water system must meet minimum 16.1 EER and 3.1 COP;</p> <p>For Multi-stage heat pumps, EER and COP values shall be calculated as follows:</p> <p>EER= (highest rated capacity EER + lowest rated capacity EER)/2</p> <p>COP= (highest rated capacity COP + lowest rated capacity COP)/2</p> <p>May be a new installation where an individual is building a new custom home or a replacement of an existing system;</p>
<p>Heat Pump Replacement of an Existing GSHP System</p>	<p>The existing heat pump of an existing GSHP system is minimum 20 years of age and has reached to the end of its life.</p> <p>The replacement heat pump shall be installed by the qualified ground source heat pump installers and the replacement unit must be new and ENERGY STAR® certified (effective January 2012) or AHRI certified;</p> <p>Closed Loop Water to Air System must meet minimum 17.1 EER and 3.6 COP;</p> <p>Closed Loop Water to Water system must meet minimum 16.1 EER and 3.1 COP;</p>

Measure*	Measure Eligibility
Ground Loop Repair or Replacement of Existing GSHP System	<p>The existing ground loop of an existing GSHP system is minimum 20 years of age and has clearly demonstrated non-performing issues associated with the existing ground loop.</p> <p>The repair or replacement of the ground loop of the existing GSHP system shall be undertaken by the qualified ground loop installers and the replacement parts or materials must be new and comply with ANSI/CSA/IGSHPA C448 Series-16 standards.</p>

*all measures must be purchased from and installed by a Participating Contractor.

3.3.2 Documentation

Receipts and photos of all Measures installed shall be provided. Invoices shall be itemized with per unit cost for the Measure and for the installation of the Measure. The following information shall also be collected as applicable:

*indicates optional fields

General home/Customer information (for all measure applications):

- Customer Name (First and Last)
- Customer Installation Address
- Customer Billing Address (for provision of incentive cheque, if different from installation address)
- Customer Local Distribution Company Name and Account Number
- Customer Gas Utility Name and Account Number (if applicable)
- Does the home have a Central Air Conditioning System (CAC) -Y/N
- Approximate square footage of the house
- Approximate age of the house
- Existing heating energy source (electricity/natural gas/propane/other)
- Type of heating system (i.e. baseboards, forced air furnace, air source heat pump, ground source heat pump etc.)
- Age of existing heating source
- Type of cooling*

Attic/Exterior Wall/Basement insulation and Air Sealing requirements:

- Installer:
- Exterior wall area being insulated (sq. ft.)

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- Existing exterior wall insulation R-value (include photo showing a ruler in the area insulated)
 - New exterior wall insulation R-value (include photo showing a ruler in the area insulated)
 - Type of insulation installed (loose fill, board insulation, spray foam)
 - For spray foam insulation installations only, Participating Contractors must upload :
 - Copy of job site label and daily work record as per CAN/ULC 705.2 standard
 - Approximate cost of material and labour
 - Upload Proof of purchase

 - Attic area being insulated (sq. ft.)
 - Existing attic insulation R-value (include photo showing a ruler in the area insulated)
 - New attic insulation R-value (include photo showing a ruler in the area insulated)
 - Type of insulation installed (loose fill, board insulation, spray foam)
 - For spray foam insulation installations only, Participating Contractors must upload :
 - Copy of job site label and daily work record as per CAN/ULC 705.2 standard
 - Approximate cost of material and labour
 - Upload proof of purchase

 - Basement area being insulated (sq. ft.)
 - Existing basement insulation R-value (include photo showing a ruler in the area insulated)
 - New basement insulation R-value (include photo showing a ruler in the area insulated)
 - Type of insulation installed (loose fill, board insulation, spray foam)
 - For spray foam insulation installations only, Participating Contractors must upload :
 - Copy of job site label and daily work record as per CAN/ULC 705.2 standard
 - Approximate cost of material and labour
 - Upload proof of purchase

Air sealing information:

- Approximate area sealed (sq. ft)
- Proof of purchase

Window installation information:

- Installer
- Quantity of windows installed

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- Approximate age of window and type of existing windows (single/double pane)
 - Manufacturer and model number of windows installed (must be the most current version of the ENERGY STAR® certified Most Efficient)
 - U value
 - Approximate cost of material and labour
 - Upload proof of purchase

Air Source Heat Pumps

- Installer/Technician
- Installed equipment:
 - Brand
 - Equipment model, serial numbers
 - AHRI Number
 - EER
 - SEER
 - HSPF
 - Indoor/outdoor model numbers
 - Number of interior units
 - Upload Heat Loss/Gain calculations
 - Upload Commissioning Report
 - Upload proof of purchase
- Is the heat pump replacing Central Air Conditioner (CAC) - Y/N
 - If yes, provide existing CAC manufacturer, brand, model and serial numbers
 - Age of existing CAC
 - CAC system capacity
- Is the heat pump replacing heating equipment? - Y/N
 - If yes, provide existing heating type, manufacturer, brand, model and serial numbers
 - Age of existing heating type
 - Heating system capacity

Ground Source Heat Pumps

- Installer/Technician
- Is the heat pump replacing Central Air Conditioner (CAC) - Y/N
 - If yes, provide existing CAC manufacturer, brand, model and serial numbers
 - Age of existing CAC
 - CAC system capacity
- Is the heat pump replacing heating equipment? - Y/N
 - If yes, provide existing heating type, manufacturer, brand, model and serial numbers
 - Age of existing heating type
 - Heating system capacity
- Installed Equipment:
- Loop type (horizontal, pond or vertical)

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- Copy of Environmental Compliance Approval for the vertical ground loop that extends more than five meters below the ground
 - Equipment brand, model, serial numbers
 - AHRI number
 - EER
 - COP
 - BTUHs
 - Total Loop Tons
 - Upload Heat Loss/Gain calculations
 - Upload Commissioning Report
 - Upload proof of purchase

Heat Pump Replacement:

- Is it a replacement of an existing heat pump of an existing GSHP system?
 - If yes, provide the age of the existing heat pump and the ground loop capacity,
 - Issues identified with the existing heat pump
 - Brand, model, serial number, year of manufacture
- Installed heat pump, brand, model & serial number
- EER
- COP
- AHRI#
- Upload the proof of the purchase and picture of installation

Ground Loop Repair/Replacement:

- Is it a repair or replacement of an existing ground loop of an existing GSHP system?
 - If yes, provide the existing ground loop capacity, age, heat pump capacity,
 - Issues identified with the existing ground loop.
- Installed ground loop parts and material quantities (tons), brand, model, serial number, if applicable.
- Upload the proof of the purchase and picture of installation

3.3.3 Participating Contractors

A Participating Insulation/Air Sealing Contractor is a supplier and installer of Exterior Wall, Basement and Attic Insulation and Air Sealing Measures that has:

Licence and documentation requirements:

- possesses a HST registration number and either a Master Business License or Articles of Incorporation valid for at least two years;
- \$2 million in liability insurance
- \$1 million in automotive insurance
- A letter of clearance from the WSIB (Not required for sole proprietor)

Contractors registering to install Spray Foam insulation must (in addition to the requirements outlined herein) also provide evidence of current training and/or certification by:

- Canadian Urethane Foam Contractors Association (CUFCA) “Medium Density Closed Cell Spray-Applied Polyurethane Foam (SPF) Certification” or;
- Building Professionals Training Inc. “Conventional Insulation and Sprayed Polyurethane Foam Training” or;
- Morrison Hershfield Quality Assurance Program or;
- Urethane Foam Consultants (UFC)

Orientation/Training requirements:

- Complete GreenON Program Orientation
- Provide evidence of completion of NAIMA Insulation & Air Sealing contractor training program within 30 days of registration for the GreenON Rebates Program

Participant Agreement requirement:

- Sign GreenON Rebates Contractor Participation Agreement

A Participating Windows Contractor is a supplier and installer of ENERGY STAR® Most Efficient Windows that has:

Licence and documentation requirements:

- possesses a HST registration number and either a Master Business License or Articles of Incorporation valid for at least two years;
- \$2 million in liability insurance
- \$1 million in automotive insurance
- A letter of clearance from the WSIB (Not required for sole proprietor)
- provide evidence of current certification by:
 - Window Wise

Orientation/Training requirements:

- Complete GreenON Program Orientation

Participant Agreement requirement:

- Sign GreenON Rebates Contractor Participation Agreement

A Participating Air Source Heat Pump Contractor is a supplier and installer of Air Source Heat Pumps that has:

Licence and documentation requirements:

- A 313A or 313D refrigeration and air conditioning licence issued by the Ontario College of Trades;
- possesses a HST registration number and either a Master Business License or Articles of Incorporation valid for at least two years;
- \$2 million in liability insurance

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- \$1 million in automotive insurance
 - A letter of clearance from the WSIB (Not required for sole proprietor)

Orientation/Training requirements:

- Completes GreenON Program Orientation
- Completes Save on Energy Heating & Cooling Program Training available: <https://heatingandcooling.dropzonecdm.com/hraiprogramtraining>

Participant Agreement requirement:

- Contractor has submitted a signed GreenON Rebates Contractor Participation Agreement

A Participating Ground Source Heat Pump Contractor is a supplier and installer of Ground Source Heat Pumps that has:

Licence and documentation requirements:

- 313A or 313D refrigeration and air conditioning licence issued by the Ontario College of Trades
- possesses a HST registration number and either a Master Business License or Articles of Incorporation valid for at least two years;
- \$2 million in liability insurance
- \$1 million in automotive insurance
- A letter of clearance from the WSIB (Not required for sole proprietor)

Orientation/Training requirements:

- Complete GreenON Program Orientation
- Ensure at least one designer at each company undertakes International Ground Source Heat Pump Association (IGSHPA) Residential Designer Training; all installers are required to undertake IGSHPA Accredited Installer Training
 - For clarity, Contractors that can provide evidence of completion of the following courses/certifications, may be considered for immediate registration in the GreenON Rebates Program provided that the Contractor completes the IGSHPA Installer and Residential Designer Training requirements outlined above within 180 Days of initial registration:
 - Design certification from the Canadian GeoExchange Coalition (CGC) or IGSHPA within the past 10 years and installer certification from the Canadian GeoExchange Coalition (CGC) as well as proof of at least six residential installations in the last four years (subject to verification check at the sole discretion of the IESO)

Participant Agreement requirement:

- Sign GreenON Rebates Contractor Participation Agreement

4. Program Specific Definitions

The following terms have the meaning stated below when used in these GreenON Rebates Program Rules:

“**APPLICATION**” means, in respect of this GreenON Rebates Program, any form of request that must be completed by a person in order to participate in such GreenON Rebates Program, including a completed application form.

“**ASHP**” means air-source heat pump, which transfers heat from outside to inside a building.

“**CEE**” means the Consortium for Energy Efficiency, an organization that manages qualified energy efficient product lists.

“**Cold Climate ASHP**” means a system that is capable of heating the home at lower outdoor temperatures than regular heat pumps (typically down to minus 25 degrees Celsius, but some can go even lower), and that has higher seasonal performance than a regular heat pump.

“**Cold Climate Ductless Multiport ASHP**” means a ductless system with more than one internal unit or ‘head’ that is capable of heating the home at lower outdoor temperatures than regular heat pumps (typically down to minus 25 Celsius, but some can go even lower), and that has higher seasonal performance than a regular heat pump.

“**COP**” or “**Coefficient of Performance**” is a ratio of the instantaneous energy output of a system compared to its instantaneous energy input and is generally used as a measure of the energy efficiency of heat pumps, refrigerators and CACs.

“**Ducted ASHP**” means a split-system ASHP that delivers heat in the home through an interior unit lodged in the CAC system duct, thereby dispersing heating/cooling through the home’s air ducts.

“**Ductless ASHP**” means a split-system ASHP that delivers heat in the home through a packaged interior (wall or ceiling) unit that disperses heating or cooling using a built-in fan.

“**Ductless Multiport ASHP**” means a split-system ASHP that delivers heat in the home through multiple packaged interior (wall or ceiling) units that disperse heating or cooling using a built-in fan.

“**EER**” or “**Energy Efficiency Ratio**” is a measure of how much cooling effect is provided for each unit of electrical energy that it consumes under steady-state operation. It is determined by dividing the cooling output of the unit, in BTUs per hour, by the electrical power input, in watts, at a specific temperature.

“**Eligible A/C and A/C Coil List**” means a list made available by the IESO, as updated from time to time, setting out eligible residential air conditioners and their corresponding air conditioner coils, which qualify as an Eligible HVAC Measure.

“**Eligible ASHP and ASHP Coil List**” means a list made available by the IESO, as updated from time to time, setting out eligible residential ASHPs and their corresponding ASHP coils, which qualify as an Eligible HVAC Measure.

“**Eligible Cold Climate ASHP and Cold Climate ASHP Coil List**” means a list made available by the IESO, as updated from time to time, setting out eligible residential Cold Climate ASHP and their corresponding Cold Climate ASHP coils, which qualify as an Eligible HVAC Measure.

“**Eligible ECM List**” means a list made available by the IESO, as updated from time to time, setting out, by manufacturer, the ECM equipped furnaces which qualify as an Eligible HVAC Measure.

“**ELIGIBLE MEASURE**” means those Measures listed in Section 2.1.

“**ENERGY STAR ®**” means the international ENERGY STAR symbol rating as promoted and monitored by Natural Resources Canada’s Office of Energy Efficiency.

“**ENERGY STAR® Most Efficient**” a new distinction that recognizes products that deliver cutting edge energy efficiency along with the latest in technological innovation.

“**GreenON CONTRACTOR ORIENTATION**” means the orientation program offered by the IESO which must be completed by a contractor as a pre-requisite to entering into an agreement with the IESO for participation in the GreenON Rebates Program.

“**HSPF**” or “**Heating Seasonal Performance Factor**” is a measure of seasonal heating performance of a heat pump and is expressed as a ratio of BTU heat output over the heating season to watt-hours of electricity used.

“**HVAC**” means heating, ventilation and air conditioning.

“**HVAC Contractor Training**” means the mandatory training course specified on the IESO’s website at <https://www.saveonenergy.ca/Consumer/Programs/HVAC-Rebates/Contractor-Participation.aspx> (as may be updated by the IESO from time to time), which must be completed by each technician employed, contracted or otherwise used by an HVAC contractor prior to any such technician installing Eligible HVAC Measures under the Heating and Cooling Program.

“**PARTICIPATING CONTRACTOR**” means a contractor that satisfies the eligibility requirements set out in Section 3.3.3 specific to each measure.

“**OEM**” means the original equipment manufacturer.

“**NEEP**” means the Northeastern Energy Efficiency Partnership, which has developed a Cold Climate Air-Source Heat Pump Specification.

“**SEER**” or “**Seasonal Energy Efficiency Ratio**” is a measure of seasonal cooling energy performance of CAC and heat pumps and is expressed as a ratio of BTU cooling output over the cooling season to watt-hours of electricity used.

