

HOME ENERGY PLAN PROGRAM

KEY PROGRAM CLOSURE DECISIONS

Home Energy Evaluations:

- No new home energy evaluations can be scheduled after October 24, 2019.
- Service Organizations/Energy Advisors have until November 7, 2019 to complete a pre-upgrade “D” Home Energy Evaluation that was scheduled on or before October 24, 2019.
- To qualify for a pre-upgrade “D” Home Energy Evaluation rebate, all required data files for pre-upgrade evaluations must be received by Energy Efficiency Alberta from NRCan on or before **December 5, 2019** (see [program terms and conditions](#) for more information).
 - Suggested submission date of energy evaluation data by Service Organizations to NRCan is November 21, 2019.

Home Upgrades:

- Rebate applications for upgrades completed by a contractor for both **common** and **custom** upgrades:
 - To qualify for a rebate, participants must have a documented project commitment dated on or before October 24, 2019 (e.g. a deposit made by the participant to the contractor or a project quote) to complete an eligible upgrade with a contractor. Complete details of acceptable documentation to demonstrate a project commitment are provided in the FAQ section below.
 - All rebate applications must be submitted by January 24, 2020.
 - Note: A post-upgrade home energy evaluation is required for all **custom** upgrades (projects completed by a non-program registered contractor or ‘do it yourself’ projects) and must be completed before the rebate application is submitted. It is recommended that post-upgrade energy evaluations are completed by December 24, 2019 to ensure sufficient time to submit the final rebate application by January 24, 2020.
- Applications for upgrades completed as ‘do it yourself’ projects (projects where homeowners did not use a contractor):
 - To qualify for a rebate, participants must have product purchase orders or receipts for materials dated on or before November 7, 2019.
 - The rebate application, which includes the post-upgrade home energy evaluation data and all supporting documentation, must be submitted by January 24, 2020.
 - Note: A post-upgrade home energy evaluation is required for all **custom** upgrades (projects completed by a non-program registered contractor or ‘do it yourself’ projects) and must be completed before the rebate application is submitted. It is recommended that post-upgrade energy evaluations are completed by December 24, 2019 to ensure sufficient time to submit the final rebate application by January 24, 2020.
 - Rebates will continue to be available for post-upgrade EnerGuide evaluations for residents of the City of Edmonton. Please see page 5 for details.

FAQ PARTICIPANTS

Is the Home Energy Plan Program ending?

- Yes, the Home Energy Plan Program is closing.
- No new home energy evaluations can be scheduled after October 24, 2019. All previously scheduled home energy evaluations must be completed by November 7, 2019 to be eligible for a home energy evaluation rebate.
- In addition to completing a home energy evaluation by November 7, 2019, program participants must have a documented project commitment dated on or before October 24, 2019 (e.g. a deposit made by the participant to the contractor or a project quote) to complete an eligible upgrade with a contractor. Complete details of acceptable documentation to demonstrate a project commitment are provided in the FAQ section below.
- All upgrade rebate applications must be submitted by January 24, 2020. No upgrade rebate applications will be accepted after this date.

I scheduled a home energy evaluation before October 24, 2019. How do I know if my scheduled home energy evaluation will be completed? Will I still receive a Home Energy Evaluation rebate?

- All previously scheduled Home Energy Evaluations must be completed by November 7, 2019 to be eligible for a rebate.
- Please contact your Energy Advisor to confirm a scheduled energy evaluation and if it will qualify for a rebate. The rebate is immediately applied to your invoice by the Energy Advisor after completing the evaluation.

I am in the middle of completing an eligible upgrade. How do I know if my home upgrade project will qualify for a rebate?

- If a **common** or **custom** upgrade is being completed by a contractor:
 - In order to qualify for a rebate, documented project commitment between the participant and their contractor to complete an eligible upgrade, dated on or prior to October 24, 2019 must be provided at the time of rebate application submission.
 - All rebate applications must be submitted by January 24, 2020.
- If a **custom** upgrade is being completed as a 'do it yourself' project without a contractor:
 - Only rebate applications that include product purchase orders or receipts for materials dated up to November 7, 2019 will be accepted.
 - All rebate applications must be submitted by January 24, 2020.
- Note: A post-upgrade home energy evaluation is required for all **custom** upgrades (projects completed by a non-program registered contractor or 'do it yourself' projects) and must be completed before the rebate application is submitted. It is recommended that post-upgrade energy evaluations are completed by December 24, 2019. See [program terms and conditions](#) for details.

I completed an upgrade using a contractor. What type of project commitment documentation is required for my upgrade project to be eligible?

The following types of dated documentation will be accepted as valid proof of project commitment:

Frequently Asked Questions – Program Closure – October 2019 (*updated January 24, 2020*)

- Contract signed by participant that includes eligible upgrade details and project costs dated on or before October 24, 2019.
- Copy of email acceptance from participant of the eligible upgrade details and project costs dated on or before October 24, 2019.
- Copy of the participant's deposit cheque paid to the contractor dated on or before October 24, 2019, accompanied by a written or email quote for the eligible upgrade from the contractor dated on or before October 24, 2019.
- Copy of the participant's receipt for payment of deposit to the contractor on or before October 24, 2019, accompanied by a written or email quote for the eligible upgrade from the contractor dated on or before October 24, 2019.
- Copy of a credit card receipt for the deposit paid to the contractor on or before October 24, 2019, accompanied by a written or email quote for the eligible upgrade from the contractor dated on or before October 24, 2019.

At a minimum, documentation of project commitment must include the following four pieces of information:

- Date
- Customer name and/or installation address
- Contractor name
- Clearly indicate the eligible upgrade to be completed and the quoted cost

Applications without a valid documented project commitment dated on or prior to October 24, 2019 will be declined. All upgrade work must be completed before the application is submitted. All required documentation should be provided as part of the rebate application (see [program terms and conditions](#) for details).

All applications must be submitted by January 24, 2020.

I completed an upgrade project without using a contractor (i.e. 'do it yourself'). What type of project commitment documentation is required for my upgrade project to be eligible?

- Program participants who are completing 'do it yourself' upgrades must include product purchase orders or receipts that are dated prior to or on November 7, 2019.
- Note: A post-upgrade home energy evaluation is required for all **custom** upgrades (projects completed by a non-program registered contractor or 'do it yourself' projects). It is recommended that post-upgrade home energy evaluations are completed by December 24, 2019. [See program terms and conditions](#) for details.

I completed my project and it meets all eligibility requirements. What do I need to do to receive my rebate?

- If you completed a **common** upgrade:
 - If you used a program registered contractor and completed a **common** upgrade, your contractor will complete and submit the rebate application on your behalf (see [program terms and conditions](#) to determine what kind of upgrades qualify as a **common** upgrade).
 - The rebate application must be submitted by January 24, 2020 and include all required documentation.

- Once your application is approved, you will be sent an email asking you to verify project details submitted by your contractor. You must approve the project details in order to receive your rebate.
- If you completed a **custom** upgrade:
 - If you completed a **custom** upgrade (didn't use a program registered contractor, or if you completed the work yourself;), you must complete a post-upgrade home energy evaluation before you submit your rebate application (see [program terms and conditions](#) for details on what qualifies as a **custom** upgrade).
 - It is recommended that a post-upgrade home energy evaluation is completed by December 24, 2019.
 - All applications and supporting documentation must be submitted and received by Energy Efficiency Alberta by January 24, 2020.

If my upgrade project is complete and my rebate application has been submitted, when can I expect my payment?

- All Home Energy Plan rebate applications must be submitted by January 24, 2020.
- Once your application is approved, you will be sent an email that will ask you to approve project details. You must approve the project details in order to receive your rebate.
- Once project details are approved, you should receive your rebate within 6-8 weeks. Rebate cheques are distributed through mail. If you have not received your rebate, you can visit the [homeenergyplan.ca portal](#) to check on the status of your application or call 1-844-357-5604.
- Note: If you completed a **custom** upgrade you are responsible for submitting your application and all required supporting documentation. If you completed a **common** upgrade, the program registered contractor will complete and submit the rebate application on your behalf.

What if I started my upgrade project and the contractor has placed equipment orders, but they won't have work done in time?

- All upgrade related work must be completed before a rebate application is submitted in order to be eligible for a rebate.
- All rebate applications must be submitted by January 24, 2020. Rebate applications will not be accepted past January 24, 2020.

Is the Edmonton Home Energy Plan program closed as well?

Yes. The City of Edmonton operated a complementary program providing Edmontonians the ability to “stack” additional incentives on top of the Energy Efficiency Alberta’s Home Energy Plan program. Given the Home Energy Plan closure, the City of Edmonton can no longer operate its home energy efficiency rebate program as the program cannot run independently.

The City of Edmonton remains committed to transitioning to a low-carbon, energy sustainable future. Helping Edmontonians improve their household energy efficiency and reduce greenhouse gases is a critical component of Edmonton's Community Energy Transition Strategy. For information on the City of Edmonton’s current residential programs and resources, please visit [changeformclimate.ca/homes](#).

What will happen to my personal information and “data” that Energy Efficiency Alberta has?

Frequently Asked Questions – Program Closure – October 2019 (*updated January 24, 2020*)

Energy Efficiency Alberta—like all provincial government departments, agencies, boards and commissions—complies with the *Freedom of Information and Protection of Privacy Act*. The *FOIP Act* protects an individual's privacy by setting out rules for collection, use or disclosure of personal information by public bodies. All personal information and data collected through the program will stay with the Agency and will be managed in accordance with the *FOIP Act*.

Will I still have access to homeenergyplan.ca?

The homeenergyplan.ca portal will be available for the duration of the program to ensure all rebate applications will be processed. Participants will be notified by email when the application portal will be closed.

Why didn't you communicate this change earlier?

We have been working closely with the Government of Alberta to communicate these changes. Please be assured we are providing information on our programs as soon as decisions are made, and information is available. We will continue to operate with this transparency.

I live in the City of Edmonton. Can I still take advantage of the City of Edmonton's Home Energy Plan rebate offerings? (context: The City of Edmonton program provides top up rebates to Energy Efficiency Alberta's Home Energy Plan program).

The City of Edmonton operated a complementary program providing Edmontonians the ability to “stack” additional incentives on top of Energy Efficiency Alberta's Home Energy Plan program. Given the Home Energy Plan closure, the City is unable to continue offering rebates for energy efficiency upgrades through Energy Efficiency Alberta's Home Energy Plan program. However, the City will continue to offer rebates for **post-upgrade** EnerGuide evaluations to all program participants living in Edmonton. Please note that this only applies to follow-up Home Energy Evaluations, which takes place after renovations are complete. For more information please contact energuiderebate@summerhill.com or call (780)-328-2539.

To be eligible for Custom Upgrade rebates under the Home Energy Plan program, you must still submit your post-upgrade energy evaluation as part of your application by January 24, 2020. We suggest you complete your post-upgrade energy evaluation by December 24, 2019 so that we receive the results of your evaluation on time.

The City of Edmonton remains committed to transitioning to a low-carbon, energy sustainable future. Helping Edmontonians improve their household energy efficiency and reduce greenhouse gases is a critical component of Edmonton's Community Energy Transition Strategy. For information on the City of Edmonton's residential programs and resources, please visit changeformclimate.ca/homes.