

HOME IMPROVEMENT REBATES PROGRAM

KEY PROGRAM CLOSURE DECISIONS

- The Home Improvement Rebates Program is closing on October 24, 2019.
- To qualify for a rebate, participants must have a documented project commitment dated on or before October 24, 2019 to complete an eligible upgrade with a program registered contractor (e.g. a deposit made by the participant to the contractor or a project quote). Complete details of acceptable documentation to demonstrate a project commitment are provided in the FAQ section below.
- Program registered contractors must submit a rebate application on behalf of the program participant by January 24, 2020. If a rebate application is not submitted by January 24, 2020, the program participant will not receive their rebate.
- All project work must be completed in order to submit a complete application.

FAQ PARTICIPANTS

Is the Home Improvement Rebates Program ending?

- Yes, the Home Improvement Rebates Program is closing.
- All rebate applications will be honoured for program participants who made 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 program registered contractor.
- Program registered contractors must submit a rebate application on behalf of the program participant by January 24, 2020. If a rebate application is not submitted by January 24, 2020, the program participant will not receive their rebate.

Do I still have time to complete my upgrade and submit my rebate application?

- Program participants with a documented project commitment dated on or prior to October 24, 2019 (e.g. a deposit made by the participant to the contractor or a project quote) have until January 24, 2020 to complete the project and ensure their rebate application is submitted in full by the program registered contractor they are using for the project.

What type of project commitment documentation is required in order for my upgrade to be eligible?

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

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

- Copy of a credit card receipt for the deposit paid to the program registered contractor on or before October 24, 2019, accompanied by a written or email quote for the eligible upgrade from the program registered contractor dated on or before October 24, 2019.

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

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

Rebate applications without a valid documented project commitment dated on or prior to October 24, 2019 will be declined.

I have completed a rebate-eligible upgrade. How do I submit my rebate application?

To be eligible for a rebate through Home Improvement Rebates, all eligible upgrades must be completed by a [program registered contractor](#). Your contractor will collect the required supporting documentation and will submit your rebate application on your behalf. The rebate is paid directly to the participant, not the contractor. Please see the [Terms and Conditions](#) for detailed program eligibility requirements.

If my contractor hasn't submitted my application, how long do they have to submit so I can get my rebate?

- All Home Improvement Rebates applications are completed and submitted by a program registered contractor on behalf of the program participant and must be submitted by January 24, 2020.
- Note: Only rebate applications that include a valid documented project commitment dated on or prior to October 24, 2019 will be approved (e.g. a deposit made by the participant to the contractor or a project quote). Complete details of acceptable documentation to demonstrate a project commitment are provided in the Home Improvement Rebates FAQ.

My contractor submitted my application, but I haven't heard anything back from Energy Efficiency Alberta. What does this mean?

All Home Improvement Rebates applications must be submitted by January 24, 2020. It takes approximately 6-8 weeks to process applications for payment. If your application has been submitted and it has been more than 8 weeks, you can contact 1-844-357-5604 or email hello@efficiencyalberta.ca to inquire about the status of your application.

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

Upgrades and associated work must be completed before an application is submitted in order to be eligible for a rebate. All rebate applications must be submitted by January 24, 2020 and must include a valid documented project commitment dated on or prior to October 24, 2019. No applications will be accepted past January 24, 2020.

I have completed an eligible upgrade using a program registered contractor, but my contractor won't submit my rebate application. What should I do?

Program registered contractors are contractually obligated to submit rebate eligible applications on your behalf. If your contractor is not submitting a rebate application for rebate eligible work, please contact 1-844-357-5604 or hello@efficiencyalberta.ca.

How can I confirm if my contractor submitted my rebate application on time?

You can contact 1-844-357-5604 or email hello@efficiencyalberta.ca to inquire about your application submission or status.

If my rebate application is submitted and complete, when can I expect my payment?

Once your application is approved, you will receive an email asking you to approve project details provided by your contractor. Once you approve project details, you should receive your rebate within 6-8 weeks. Rebate cheques are distributed through mail. If you have not received your rebate within this timeframe or have not received an email from Energy Efficiency Alberta to confirm your project details, you can contact hello@efficiencyalberta.ca.

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

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*.

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.

With the Home Improvement Rebates program closing, are there any home retrofit programs planned for the future?

Although no new residential programming has been confirmed, our Clean Energy Improvement Program (CEIP) is being developed for launch in several participating municipalities. CEIP provides financing to help make energy efficiency and renewable energy upgrades more accessible for residential and commercial property owners across Alberta. CEIP can be used to finance a variety of energy efficiency and renewable energy upgrades for home improvement and commercial projects. Check the CEIP [website](#) for updates on participating municipalities.