

Home Renovation Savings Program – Heat Pump Program Stream – Program Stream Requirements

1. Program Description

The Home Renovation Savings Program (the “**Program**”) is a residential energy efficiency and demand-management program jointly offered and administered in the Province of Ontario by Enbridge Gas Inc. (“**Enbridge**”) and the Independent Electricity System Operator (the “**IESO**”, collectively the “**Program Administrators**”), that provides financial incentives (including rebates) to eligible Participants for the installation or implementation of certain energy efficiency measures. The Home Renovation Savings Program – Heat Pump Program Stream (the “**Program Stream**”) offers eligible Enbridge customers or those eligible with electrically heated homes, with financial incentives towards the purchase of high-efficiency heat pumps (each a “**HP**”) to help manage their energy use more effectively.

Eligible Participants in this Program Stream are residential customers who are either Enbridge customers or have an electric-resistance heated home connected to the IESO-Controlled Grid through an Ontario local electric utility or distribution company (excluding Cornwall Electric, whose customers are not connected to the IESO-Controlled Grid), and meet the eligibility requirements specified in these Program Stream Requirements and the Heat Pump Program Stream – Participant Agreement.

This Program Stream may be delivered on behalf of the Program Administrators by the Program Delivery Agent(s).

2. Program Stream Offer

Subject to the eligibility requirements set out in Section 3, this Program Stream provides an Eligible Measure Rebate for the following Eligible Measures, calculated in accordance with the Eligible Rebates List:

- A rebate for the purchase and installation of an eligible HP that is a centrally ducted, partially ducted, or a ductless cold climate air source heat pump (“**ccASHP**”), including mini and multi splits, or a ground source heat pump (“**GSHP**”).

Eligible Rebates List

Baseline Heating Fuel	Heat Pump Measures	Eligible Measure Rebate	Qualifiers
Electricity	ccASHP Full Equipment	\$1,250/ton*	Up to \$7,500
	GSHP Full System	\$2,000/ton*	Up to \$12,000
Natural Gas	ccASHP Full Equipment	\$500/ton*	Up to \$2,000
	GSHP Full System	\$3,000	

*Incentives for ccASHPs will be calculated based on the minimum total rated heating capacity at 8.3°C (47°F). Incentives for GSHP will be calculated based on closed loop heating capacity.

2.1 Application Process

2.1.1 Pre-Installation

Participants must select an HVAC Contractor from the Participating HVAC Contractor List to install the Eligible Measures. The HVAC Contractor is responsible for submitting all relevant information and documentation on the Participant’s behalf. Before the installation of the Eligible Measures, the HVAC Contractor will be required to submit a Pre-Installation Application. Pre-Installation Application information and documentation includes: a copy of the Work Order, a photo of the existing heating system nameplate, a signed Participant Agreement, the make/model/and AHRI number of the Eligible Measures, completed NRCAN ASHP Sizing and Selection Tool form (using the form published on the Natural Resources Canada [website](#)), and any other information required by the

Program Administrators.

The HVAC Contractor and prospective participant must receive written approval of their Pre-Installation Application (as determined at the sole discretion of the Program Administrators) before proceeding with installing the Eligible Measures. If the Pre-Installation Application is approved, the signed Participant Agreement will be accepted by the Program Administrators as of the date of signature. If the Pre-Installation Application is not approved, the prospective participant will not be eligible to receive an Eligible Measure Rebate and the Participant Agreement will not be accepted by the Program Administrators.

2.1.2 Post-Installation

Within 30 days following the installation of the Eligible Measures, the HVAC Contractor must submit the Post-Installation Application, which includes: a copy of the final invoice, photographs of the installed Eligible Measure, measure and installation-related information, and any other documentation required by the Program Administrators. The Participant and the HVAC Contractor will be notified in writing of whether the Post-Installation Application is approved (as determined at the sole discretion of the Program Administrators).

If the Post-Installation Application is approved, the Participant will be eligible to receive the applicable Eligible Measure Rebate. If the Post-Installation Application is not approved, the Participant will not be eligible to receive an Eligible Measure Rebate.

3. Program Eligibility Criteria

3.1 Participant Eligibility

To be eligible to participate in the Program Stream, the prospective Participant must:

- a) own the Eligible Home where the Eligible Measure will be installed (tenants cannot apply on behalf of the homeowner);
- b) be the Person responsible for paying for the purchase and installation of the Eligible Measure; and
- c) sign a Participant Agreement which is submitted to the Program Administrators by a participating HVAC Contractor as part of the prospective participant's Pre-Installation Application.

3.2 Residence Eligibility

To be considered an "**Eligible Home**" under the Program Stream, the residence where the Eligible Measure will be installed must:

- a) not be a 'new build home' (the home must have been occupied for at least 6 months to be considered an Eligible Home);
- b) be subject to and associated with an active Enbridge account or be connected to the IESO-Controlled Grid through an Ontario local electric utility or distribution company (excluding Cornwall Electric);
- c) be primarily heated with a natural gas furnace or boiler or have an electric resistance heating system as the residence's primary heating equipment;
- d) be a single detached, semi-detached, row house, townhome, or mobile home on a permanent foundation; and
- e) not have an existing heat pump system (only first-time installations of an eligible heat pump systems qualify for the Eligible Measure Rebate).

3.3 Measures Eligibility

3.3.1 ccASHP and GSHP Measure Eligibility

Participants are eligible to receive an Eligible Measure Rebate for a maximum of one Eligible Measure installed per Eligible Home. To be eligible to receive an Eligible Measure Rebate, the participant must install either a ccASHP or GSHP that meets the specific eligibility requirements outlined in Sections 3.3.1. and 3.3.2:

3.3.1.1 ccASHP

The installed ccASHP must be an active ccASHP model that is listed on the [NRCAN Eligible Product Lists for Air Source Heat Pumps and Cold Climate Heat Pumps](#) (published on the NRCAN website) and meets the ccASHP Efficiency Requirements specified in Section 3.3.1.1 e). Any measure with a de-listed, inactive, or archived status on the NRCAN list does not qualify for an Eligible Measure Rebate. The ccASHP must also meet the following requirements:

- a) For eligible [Enbridge customers](#), NRCAN sizing options 4A - 4D are eligible for an Eligible Measure Rebate, as described in the [ASHP sizing and selection guide](#).
- b) For [electrically heated Eligible Homes](#) connected to the IESO-Controlled Grid, only NRCAN sizing options 4C and 4D are eligible for an Eligible Measure Rebate. Additional details can be found in the [NRCAN Guide](#). The Program Administrators reserve the right to request additional justification or documentation for HP sizing.
- c) The following ccASHP system types are eligible:
 - i) Centrally ducted ccASHP system (central system) meeting an approved NRCAN sizing option.
 - ii) Ductless or partially ducted mini-split ccASHP systems meeting an approved NRCAN sizing option. These include "single head" (one indoor air handler per outdoor compressor) and "multi-split" or "multi-head" (more than one indoor air handler per outdoor compressor) systems, provided the installed system meets the heat distribution requirements specified in Section 3.3.2.
- d) The ccASHP installation must include all components of the heat pump system. For mini or multi split systems, this means both the indoor and outdoor units. For central systems, this means the indoor and outdoor units, as well as the furnace or air handler as applicable.
- e) The ccASHP Efficiency Requirements under this Program Stream are as follows:

ccASHP Efficiency Requirements

Criteria	Specification
Type	ccASHP
Min HSPF2 Region V	6.6
Min SEER2	15.2
Min System Heating Rated Capacity at 8.3°C (47°F) BTU/HR	12,000
Min COP -15°C (5°F) at max capacity operation	1.8
Min Capacity maintenance (max -15°C (5°F))/Rated 8.3°C (47°F)), %	70
Product Status	Live / Active
Variable capacity*	Yes
Sold in	CA

*with three or more distinct operating speeds or continuously variable speed

3.3.1.2 GSHP

The installed GSHP must be an active GSHP model that is listed on the [NRCAN Eligible Product Lists for Ground Source Heat Pumps](#) (published on the NRCAN website). Any unit with a de-listed, inactive, or archived status on the NRCAN list does not qualify for an Eligible Measure Rebate. The GSHP must also meet the following eligibility requirements:

- a) It must be a full GSHP system installation (including both indoor and outdoor components) and meet [Canada's Energy Efficiency Regulations](#).
- b) Direct expansion (DX), water-to-water, and brine-to-water systems are not eligible for an Eligible Measure Rebate.
- c) It is highly recommended that Participants request that their HVAC Contractor sign an attestation form confirming that the installation has been completed according to the CSA standard – ANSI/CSA/IGSHPA C448 series “Design and installation of ground source heat pump systems for commercial and residential buildings”. The link to the standard can be found here ([ANSI/CSA/IGSHPA C448 SERIES](#)).
- d) For electrically heated Eligible Homes connected to the IESO-Controlled Grid, the GSHP must be sized to meet the full heating load.

3.3.2 General Measure Eligibility

The installed ccASHP or GSHP Eligible Measure must also meet the following requirements:

- a) The Eligible Measure and any connected ductwork must:
 - i) be properly sized to ensure occupant comfort and satisfaction, and optimize system performance and energy savings, and
 - ii) comply with all applicable laws, building codes and guidelines, and any additional permitting requirements.
- b) The Eligible Measure must be capable of distributing heat throughout the entire conditioned space in the house, including the basement (if applicable). The HVAC Contractor is responsible for specifying (including load calculations, sizing and selection) and installing the Eligible Measure to meet this requirement.
- c) The installed Eligible Measure must be capable of operating year-round (i.e., providing heating and cooling).
- d) The Eligible Measure must include all components of a heat pump system, including indoor and outdoor units as well as the furnace and air handler, if applicable. All components must be compatible with one another.
- e) Existing or new backup heating sources may be used, including natural gas furnaces if the Eligible Home is natural gas heated, or electric-resistance heating if the Eligible Home is connected to the IESO-Controlled Grid.
 - i) For natural gas-heated Eligible Homes where the Eligible Measure will be paired with a natural gas furnace, either a new or existing furnace may be used. In situations where the natural gas furnace is being replaced with a new natural gas furnace alongside the HP installation, the new natural gas furnace and HP system must be part of an eligible combination unit and meet the eligibility requirements specified in Section 3.3.1 and 3.3.2. However, existing or new backup heating sources are not considered Eligible Measures and do not qualify for an Eligible Measure Rebate.

- ii) For electrically heated Eligible Homes connected to the IESO-Controlled Grid, participants may keep their existing electric-resistance heating as a backup. However, the existing backup heating source is not considered an Eligible Measure and does not qualify for an Eligible Measure Rebate.
- f) The installation of the Eligible Measure must be completed in accordance with these Program Stream Requirements, by a licensed and trained HVAC Contractor who is selected by the Participant from the Participating HVAC Contractor List.

3.4 HVAC Contractor Eligibility

The Participant must use an HVAC Contractor that is included on the Participating HVAC Contractors List for the installation of the Eligible Measure. All participating HVAC Contractors must complete a registration form, meet certain eligibility criteria, and be approved by the Program Delivery Agent to participate in the Program Stream. Criteria for an HVAC Contractor to be approved to participate in the Program Stream will be specified by the Program Delivery Agent in the application process, and will include at a minimum, the following:

- holding a valid residential Air Conditioning Systems Mechanic License 313D or 313A to install ccASHP Eligible Measures;
- holding a valid Technical Standards and Safety Authority (TSSA) registration certificate;
- holding a valid Ozone Depletion Prevention certificate;
- holding a valid IGSHPA certification to install GSHP eligible measures;
- having appropriate insurance coverage (including general liability insurance); and
- having completed technical training, which may include, but is not limited to, participation/attendance in educational courses on sizing and design for Eligible Measures, and/or completion of manufacturer training for applicable Eligible Measures.

3.5 No Other Funding Sources

The purchase of Eligible Measures must follow the following guidelines:

- a) Rental, leasing, and lease-to-own procurement arrangements for the Eligible Measures are not permitted.
- b) The Participant acknowledges and agrees that the Participant will not be eligible to receive any Eligible Measure Rebate in respect of any Eligible Measure for which the Participant has already received, or expects to receive, any rebate or other incentive under any other Enbridge, IESO Save on Energy, or Government of Ontario program, or any other federal, provincial, municipal, or utility program.

4. DEFINITIONS

The following terms have the meaning stated below when used in these Program Stream Requirements:

"Application" means any application that must be completed and submitted in order to participate in and be eligible to receive any Eligible Measure Rebate under the Program Stream. This includes the Pre-Installation Application and Post-Installation Application, and any required supporting information and documentation. The relevant HVAC Contractor is required to submit the Application on behalf of the Participant.

"ccASHP" means central cold climate air source heat pump.

"ccASHP Efficiency Requirements" means the efficiency requirements for ccASHPs specified in 3.3.1.1 e).

"Eligible Home" means a home that meets the residence eligibility criteria set out in Section 3.2.

"Eligible Measure" means a measure that meets the measure eligibility criteria set out in Section 3.3.

"Eligible Measure Rebate" means the rebate amount that the Program Administrators will pay to the eligible Participant for each installed Eligible Measure, calculated in accordance with the Eligible Rebates List.

"Eligible Rebates List" means the list of Eligible Measures and associated Eligible Measure Rebates under the Program Stream, as set out in Section 2.

"Governmental Authority" means any federal, provincial, or municipal government, parliament or legislature, or any regulatory authority, agency, tribunal, commission, board or department of any such government, parliament or legislature, or any court or other law, regulation or rule-making entity, having jurisdiction in the relevant circumstances, including, without limitation, the IESO in its capacity as the operator of the IESO-Controlled Grid, the Ontario Energy Board, the Electrical Safety Authority, the Office of the Auditor General of Ontario, and any Person acting under the authority of any of the foregoing, but excluding the IESO.

"GSHP" means ground source heat pump.

"HVAC Contractor" means a licensed contractor who is listed on the Participating HVAC Contractors List and is selected by a Participant to install Eligible Measure(s) within an Eligible Home.

"IESO-Controlled Grid" has the meaning given to it in the IESO Market Rules.

"IESO Market Rules" means the rules made under section 32 of the *Electricity Act, 1998* (Ontario), together with all market manuals, policies and guidelines issued, amended or replaced from time to time by the IESO or its successor.

"NRCan Guide" means the Air-Source Heat Pump Sizing and Selection Guide developed by NRCan, found [here](#), as may be updated from time to time.

"Participant" means, in respect of the Program Stream, a Person who (i) satisfies the eligibility requirements specified in Section 3, (ii) whose Pre-Installation Application has been approved by the Program Delivery Agent on behalf of the Program Administrators, and (iii) who has entered into a Participant Agreement.

"Participant Agreement" means in respect of the Program Stream, any one or more agreements or terms and conditions that an eligible Person entitled to receive a financial incentive must enter into with the Program Administrators or otherwise agree to be bound by, in order to participate in the Heat Pump Program Stream and receive such incentive.

"Participating HVAC Contractors List" means the list of eligible HVAC Contractors for the Program Stream, made available to the Participant by the Program Delivery Agent.

“Person” means any individual, sole proprietorship, partnership, firm, entity, unincorporated association, unincorporated syndicate, unincorporated organization, trust, body corporate or Governmental Authority, and where the context requires, any of the foregoing when they are acting as trustee, executor, administrator or other legal representative.

“Post-Installation Application” means the Application, including all required or requested supporting documentation, submitted by the HVAC Contractor after installing the Eligible Measure. This application will be reviewed to verify the Eligible Measure was installed in accordance with the specifications in the Pre-Installation Application and confirm eligibility to receive an Eligible Measure Rebate.

“Pre-Installation Application” means the Application, including all required or requested supporting documentation, submitted by the HVAC Contractor prior to installing the Eligible Measure to verify eligibility to participate in the Program Stream.

“Program Delivery Agent” means one or more service providers under contract with the IESO and/or Enbridge to provide program delivery services for the Program, including the Program Stream.

“Program Stream Requirements” means the terms and conditions contained herein governing the Program Stream.

“Work Order” means the quote, estimate or other document that outlines the work to be undertaken by the HVAC Contractor in connection with the installation or implementation of the Eligible Measures, and includes details on the type of HP (i.e., brand name, AHRI number, and model number) that will be purchased and installed.