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HEATING AND COOLING INCENTIVE

Incentive Update- December
2014

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2015 HEATING & COOLING INCENTIVE Initiative

The Ontario Power Authority (OPA) and Ontario's Local Distribution Companies are pleased to announce that the HEATING & COOLING INCENTIVE initiative will be continued for 2015.

The 2015 HEATING & COOLING INCENTIVE initiative will provide the following incentives to consumers:

- A \$250 incentive for the replacement of your existing CAC System or install a new CAC System with an ENERGY STAR® CAC system that satisfies at least a 14.5 seasonal energy efficiency ratio ("SEER") and a 12 energy efficiency ratio ("EER") confirmed by an Air-Conditioning, Heating and Refrigeration Institute ("AHRI") reference number.
- A \$400 incentive to replace your existing CAC System or install a new CAC System with an ENERGY STAR® CAC System that satisfies at least a 15 seasonal energy efficiency ratio ("SEER") and a 12.5 energy efficiency ratio

Resubmissions
e-mail

("EER") confirmed by an Air-Conditioning, Heating and Refrigeration Institute ("AHRI") reference number.

- A \$250 incentive for the replacement of an existing furnace with the purchase and installation of a high efficiency furnace equipped with an Electronically Commutated Motor (ECM).

Please note: the following systems do not qualify for the incentive:

- Heat pumps, including geothermal systems;
- Ductless systems
- Air handlers
- Programmable thermostats.

Reminder: All 2014 claims must be submitted no later than February 1, 2015.

All purchases and installations under the 2015 initiative must be performed by a registered participating contractor between January 1, 2015 and December 31, 2015.

Please note: participating contractors must enter submissions within 60 days of the installation date.

Registration for 2015 Program

To register for the 2015 initiative, the OPA will require that all participating contractors sign off on the new [2015 HVAC Participation Agreement Letter](#). We ask that you either scan & email the required documents to us at scoleman@hrai.ca, or fax them to HRAI at 1-888-622-7820 -**Please Note this fax number is for 2015 re-registration documents only!**.

We also ask that all participating contractors ensure that their other document requirements on file with HRAI, are current and up to date for 2015 participation, such as:

- Technician's licenses
- Liability and automobile insurances
- TSSA Registration
- WSIB e-clearance certificate

If you have any questions regarding re-registration, please contact Sarah Coleman at HRAI at scoleman@hrai.ca.



Discontinuation: Furnace Incentives for New Builds (Not replacement)

Please note: there will be no incentives offered for any NEW installations of furnaces equipped with ECMs (no existing furnace replaced) as per the 'Ontario Regulation 332/12' made under 'Building Code Act, 1992'

12.3.1.5. Residential Furnaces After December 31, 2014

(1) Sentence (2) applies to construction for which a permit has been applied for after December 31, 2014.

(2) A furnace serving a dwelling unit shall be equipped with an electronically commutated motor."

For more information please see the full building code: [Click Here](#)



Program Support Contacts

As a reminder here is a list of the different contacts throughout the program to ensure you and your customers are directed to the right person for the job!

Contractor Claim Support

Kayleigh Breen - ext: 244
kbreen@hrai.ca

If you are a contractor in need assistance with entering a claim or have a declined claim and do not understand the decline reason or how to correct your customers claim please contact Kayleigh Breen for assistance.

Registration/Account Support

Sarah Coleman - ext: 236
scoleman@hrai.ca

If you are a contractor and need assistance with registration, online profile information (adding new technicians or users, updating company information, etc.), login issues, general initiative information please contact Sarah Coleman for assistance.

Michelle Grenier - ext: 248
mgrenier@hrai.ca

HRAI Specific Inquiries -1-800-267-2231

Please remember when your claim has been declined and you are aware of how to resolve the issue, please send your corrections via e-mail to ['heatingcoolingincentive@promotrak.com'](mailto:heatingcoolingincentive@promotrak.com) or via fax 1-866 945-6474 directly.

Resubmissions to declined incentive claims can take up to ten (10) business days to be reflected on your customer's claim

The Ontario Power Authority Call Centre

If your customers have inquires regarding the status of their claims please ensure you are directing them to the call centre's number: 1-877-797-9473 and not your contractor contacts at HRAI as we cannot assist customers directly with their claims.



Mandatory 1-Day Training for the HEATING & COOLING INCENTIVE Initiative AC Installers

As per prior email communications sent during the course of 2013 & 2014, HRAI, on behalf of the Ontario Power Authority (OPA), has been offering their 1-day AC Installation Optimization Training Program.

All technicians installing AC equipment are required to complete this one-day training program to be eligible to offer incentives for AC installations. Note: Technicians exclusively installing heating systems under the H&C Initiative (i.e. do not install AC equipment in any capacity) are exempt from this mandatory requirement, but are welcome to attend.

There are no scheduled courses for the remainder of 2014. We will be sending out an announcement when the 2015 schedule is released.

If you have questions regarding the schedule and course registration information, you may contact Angie Mantei, HRAI, at 1-800-267-2231 ext. 237, or by email at amantei@hrai.ca.

Please note: the OPA has now confirmed that all new contractor companies

participating in the H&CI initiative or new employee technician's who have not taken the course yet will be offered a 4 month grace period from the date they sign off on the new HVAC Participation Agreement Letter or the date your new technicians are active in the drop-downs, to ensure these new AC technicians have the opportunity to complete the training.



Ontario Power Authority (OPA) to Merge with Independent Electricity System Operator (IESO)

The Ontario Power Authority (OPA) is merging with the Independent Electricity System Operator (IESO) to create a new, stronger organization that will combine the OPA and IESO mandates and continue the high quality work both organizations are known for.

The new organization will be known as the Independent Electricity System Operator (IESO). Contractor companies should begin to see updates to the online system that will reflect this change in the coming weeks. The 2015 Heating and Cooling Incentive will roll out as anticipated January 1st, 2015 and registration for the new program is now under way. Please be advised that the OPA reference on your customers incentive payment will eventually also change to reflect the new IESO logo. The merger is intended to improve efficiency, reduce costs and includes the objectives of both the OPA and the IESO.

Incentive Update is published quarterly by The Heating Refrigeration and Air Conditioning Institute of Canada on



Behalf of the Ontario Power Authority

heatingcoolingincentive@hrai.ca



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