



**HRAI**  
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## HEATING AND COOLING INCENTIVE

Incentive Update- December  
2015

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### HEATING & COOLING INCENTIVE INITIATIVE FOR 2016

The Independent Electricity System Operator (IESO) and Ontario's Local Distribution Companies are pleased to announce that the HEATING & COOLING INCENTIVE initiative will continue into 2016.

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

- A \$250 incentive for the replacement of an existing CAC System or the installation of 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 an existing CAC System or the installation of 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 ("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 an eligible high efficiency furnace equipped with an Electronically Commutated Motor (ECM) based on

the ECM Eligibility List provided on the [HRAI resources page](#).

The following systems do not qualify for the incentive:

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

Please note the IESO can change the terms of the initiative during the program year, including the eligible products and incentive amount. Any updates will be communicated through HRAI as well as the [saveONenergy website](#).

As in previous years, all purchases and installations under the 2016 initiative must be performed by a registered participating contractor between January 1, 2016 and December 31, 2016 and participating contractors must enter submissions within 60 days of the installation date.



## IMPORTANT DEADLINES FOR 2015 INSTALLATIONS

All claims for equipment installed in 2015 must be submitted no later than February 1, 2016. These deadlines are a requirement of the Program and your customer will not be eligible for an Incentive, if these deadlines are not met.



## IMPORTANT: SUBMISSIONS FOR 2016 INSTALLATIONS

The Online Submission System will not be available on January 1, 2016 for creating Incentive Claim submissions for your 2016 equipment installations.

Updates to the system will be made in January and further details will be communicated in the 2016 regarding the date that the system will be ready to accept submission for 2016 and associated orientation on the system. As a result, the IESO will extend the 60 day deadline for entering online

submissions accordingly.

In the meantime, if you have any questions, please contact Sarah Coleman- ext: 248 [scoleman@hrai.ca](mailto:scoleman@hrai.ca)



## Re-registration for 2016 Program

We ask that all participating contractors ensure that their document requirements on file with HRAI, are current and up to date for 2016 participation. Please log into your contractor profile review the expiry dates of your documents by December 31st, 2015. Required documentation will continue as follows:

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

As a reminder is a technician's license has expired they will no longer be available in the online submission page to use when entering claims.

To see what technicians' licenses need to be submitted please log into you contractor profile and click on your technician tab. When you click on each technician's name you will see the most current license(s) expiry date.

If you see your company's documents are showing expired on the system please submit updated copies to HRAI (including your contractor ID#) to have these updated in the system either by e-mail or fax to:

Email to: [jfindlay@hrai.ca](mailto:jfindlay@hrai.ca)

Fax to: 905-602-1197

If you have any questions regarding re-registration, please contact Jessica Findlay at HRAI at [jfindlay@hrai.ca](mailto:jfindlay@hrai.ca).



## 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!

### HRAI Specific Inquiries -1-800-267-2231

#### Registration/Account Support

Please contact Jessica Findlay 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.

Jessica Findlay - ext: 236 [jfindlay@hrai.ca](mailto:jfindlay@hrai.ca)

#### Contractor Claim Support

Please contact Sarah Coleman if you are a contractor in need of assistance with entering a claim or have a declined claim and do not understand the decline reason or how to correct your customer's claim. If you are looking to add furnace or AHRI listings that are not currently available online, to place a complaint or would like to recommend an installation be audited.

Sarah Coleman- ext: 248 [scoleman@hrai.ca](mailto:scoleman@hrai.ca)

#### The Independent Electricity System Operator (IESO) 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.



## Mandatory Training for the HEATING & COOLING INCENTIVE Initiative for AC Installers

As per prior communications sent by HRAI, on behalf of the Independent Electricity System Operator - IESO, has been offering their AC Installation Optimization Training

Program.

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

If your company hires subcontractors that have taken the course under their company name, please ensure you let Jessica Findlay know to update their completion to your company's online profile. This will avoid any future interruption to the access of these technicians during the submission of your claims.

Good News! This course will be available as an online training session in the New Year. Further details will be communicated in the New Year once it is available for technicians to enroll in the online training sessions.

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



Behalf of the Independent Electricity System Operator