

Heating & Cooling Incentive Update



Administered by:  HRAI

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Heating & Cooling Incentive Initiative Program - 2017

The Independent Electricity System Operator (IESO) and Ontario's Local Distribution Companies are pleased to announce that they will continue to offer the existing Heating and Cooling incentives until June 30, 2017.

Please note the updated Consumer Terms and Conditions with extended deadlines are now available. New eligible equipment and incentives are expected to be introduced by July 1, 2017.

Once the IESO confirms these new products will be eligible, HRAI will communicate to all participating contractors the final details of the program changes for July 2017.



[Read more on the 2017 Heating and Cooling Program...](#)

Important Deadlines for 2016 Installations

To ensure your customers will be eligible for their incentives the following deadlines must be met:

- All claims for equipment installed in 2016 must be submitted into the online submission site no later than January 8, 2017.
- All required consumer documentation (Invoices & Signature forms) must be submitted to the IESO for screening no later than February 1, 2017.



These deadlines are a requirement of the program and your customers will not be eligible for their incentives if these deadlines are not met.

Re-registration for 2017 Program

Please be advised that the current participation agreement (signed in 2016) will persist until June 30, 2017.

We ask that all participating contractors ensure that their document requirements on file with HRAI, are current and up to date.

A new participation agreement will be issued later in the year along with an enhanced orientation and program training which will be required for offering the new incentive after July 1, 2017.

[Read More...](#)



Program Support for Contractors:

HRAI Inquiries

1-800-267-2231

Contractor Registration / Account Support

Assistance with registration, online profile (adding new technicians/users, update company information, etc.), login issues, or general initiative information.

Michelle Nestor, ext
236 mnestor@hrai.ca

Contractor Claim Support

Assistance with claims, understanding declined claims, or correcting customer claims.

Nichola Welsh, ext 244
nwelsh@hrai.ca

Equipment Listings / Complaints / Audit

Assistance with adding furnace or AHRI listings online, place complaints, or recommend installation audit.

Sarah
Coleman, ext
248
[scoleman@hra
i.ca](mailto:scoleman@hra
i.ca)

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