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HEATING AND COOLING INCENTIVE

Incentive Update-
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Mandatory 1-Day Training Required for 2014 HEATING & COOLING INCENTIVE Initiative

Per the email communications sent out on Dec. 19, 2012 and Jan. 14, 2013, HRAI, on behalf of the Ontario Power Authority (OPA) is pleased to announce that registration is now open for the new AC Installation Optimization Training Program. This one-day program focuses on efficient AC equipment installation and has been developed for AC technicians, salespersons and system designers. Upon successful completion, each attendee will receive a course certificate.

All technicians installing AC equipment under the H&CI initiative will be required to complete this one-day training program by December 31, 2013 to be eligible to participate in the H&CI Initiative in 2014 (effective January 1, 2014). 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.

For a detailed Course Schedule, as well as registration information for any of our 48 training sessions, please visit ([OPA/HRAI Mandatory 1-Day Training in Ontario](#)). Please note; to register for the program you must either register online, or complete the registration form provided and forward it to the fax number or mailing address indicated on the form. If you have questions regarding the schedule and registration information, you may contact Angie Mantei, HRAI, at 1-800-267-2231 ext. 237, or by email at amantei@hrai.ca.

This course is based on the CSA C273.5-11 Standard "Installation of Air Source Heat Pumps and Air Conditioners" and will cover six key installation factors directly affecting system efficiency:

- * Proper duct design and sealing
- * System sizing
- * Accurate coil matching with condensing unit
- * Correct air flow over indoor coil
- * Correct refrigerant charge
- * Complete commissioning



New Online Claim System Upload Feature

The 2012 & 2013 Online Submission System now has a new feature that allows contractors and customers to upload the customer's signed signature page and invoices directly. The system accepts documents saved as pdf, .jpg, .png and .tif files.

Please note that when using this feature, a contractor MUST ensure that they are attaching the right invoice and/or signature page for the claim. The attachment of one customer's submission documents to another customer's claim constitutes a serious breach of privacy and the terms of the HVAC Contractor Participant Agreement. Repeat offenders may have their attachment privileges revoked.

The 2 new buttons appear at the bottom of the screen as:

1 - Attach Invoice (this button allows you to upload ONLY a copy of the customer's invoice/proof of purchase)

2- Attach Signature (this button allows you to upload ONLY a copy of the claim form signed by the customer)

There are a few options available to a contractor/customer wanting to use this feature:

- If the contractor wishes only to upload a copy of the customer's invoice on their behalf; after they enter all of the customer's claim information on the screen, they must first press the "Attach Invoice" button. They must then follow the uploading instructions and complete the claim by pressing the 3 verification buttons, along with the final "Submit for Consumer Approval" button. This will save all the claim information, along with the uploaded invoice file attachment, in a "Pending" status.

- If the contractor wishes to upload a copy of the customer's signed claim form AND a copy of the customer's invoice, they must complete the claim details as outlined above. However, in this case they wouldn't have the signed claim form at the time they initially enter the claim details. Therefore, the contractor would press the "Submit for Consumer Approval" button after entering all the claim details. Since the claim is automatically saved in a "Pending" status, the contractor would print out the online claim form and have the customer sign & date it. ONLY while the claim is in a "Pending" status does the contractor have the ability to re-open the customer's saved claim form and use the 2 buttons to upload a copy of the signed claim form and/or a copy of the customer's invoice. **Please note; the contractor must use only the "Attach Invoice" button to upload the invoice and only the "Attach Signature" button to upload the signed claim form. They must not use one button to upload both documents; the documents MUST be uploaded separately. If one button is used to upload both documents, they will not be properly screened or processed.**

- If the customer wishes to use this tool to upload their invoice, the only scenario they would have access to do so, would be if the contractor entered the customer's email address when they entered all of the claim details. The contractor would have to follow the regular online claim submission procedures, forwarding the customer's claim to them via email for customer verification. Once the customer receives their claim details via email and opens it up, they will also see the 2 upload buttons at the bottom of their screen. They must then attach the invoice using the applicable button. Afterwards, they would follow the instructions as outlined above and complete the verification/submission process. This will save and submit their verified online claim form and a copy of the uploaded invoice, to the claim processing company.



2013 HEATING & COOLING INCENTIVE Initiative

As released last month, the Ontario Power Authority (OPA) and Ontario's Local Distribution Companies are pleased to announce that the HEATING & COOLING INCENTIVE Initiative is continuing for 2013 and commenced on Jan. 1, 2013.

At this time, if you're a participating contractor that was registered for the 2012 initiative, you have now been activated and have been given access to the 2013 online claim system. Therefore, regardless of whether or not you have received official approval from HRAI for submitting your 2013 re-registration requirements, you now have access to the 2013

system. Please note; if you're a contractor who has not yet submitted your re-registration documents to HRAI, we require that you do so, to ensure your access to the 2013 system remains activated.

For more information, please contact Patricia Thompson at 1-800-267-2231, ext. 236; or by email to pthompson@hrai.ca.



2012 HEATING & COOLING INCENTIVE Initiative Results

The 2012 HEATING & COOLING INCENTIVE Initiative may have taken off with a slow start during the first few months of the year, but the number of incentive submissions steadily increased month over month. If the numbers of "pending" & "submitted" submissions (completed by the contractors but not yet submitted by the consumers and those submitted by the consumers, but are still needing invoices to be submitted) are included, the initiative will exceed the target.

Rebate	Target	Actual	% to Target	Pending	Submitted	Approved/Under Review	Total	% to Target
ECM	55,500	38,599	70%	13,226	2,298	6,568	54,123	98%
CAC	30,000	26,558	89%	6,424	957	3,346	33,939	113%
Total	85,500	65,157	76%	19,650	3,255	9,914	88,062	103%

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Behalf of the Ontario Power Authority

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