



## HEATING AND COOLING INCENTIVE

Incentive Update- March  
2016

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### New Online Submission Site Ready for 2016 Incentives

The wait is over! The 2016 OSS is now ready for participating contractors to begin entering 2016 claims for their customers!

*This new site is for 2016 claims only, please continue to use the old site to check on your older claims from 2015.*

Please be advised this is a brand new site that will look a little different than the old site you may be used to, however the screening process should remain the same. We have created a mini video tutorial so contractors can navigate the site new with ease.

Please [Click Here](#) to watch a 7 minute video navigating the new OSS.



### Login Instructions for New 2016 OSS

To log into the new OSS please click on the link below, type in your contractor ID# and current username then click the 'Forgot Password' button. You will receive an automated e-mail please follow the instructions in the e-mail to reset your password for the new site.

<https://heatingandcooling.dropzonecdm.com/Account/ContractorForgotPassword>

Once you have reset your password you will log into this site:

[https://heatingandcooling.dropzonecdm.com/Account/Contractor Login](https://heatingandcooling.dropzonecdm.com/Account/ContractorLogin)

**Please note:** this login is not linked to the old site so please ensure you remember both passwords, you will continue to check on older claims in the old OSS.



## IMPORTANT UPDATE: Customer Document Submissions for 2016

Please be advised there is a new screening centre location for 2016 submissions and re-submissions.

**2016 Documents:** Please ensure you are sending *2016 submission documents* to the new screening centre at:

Fax: 1-416-922-1028

E-mail: [hvacpayments@summerhill.com](mailto:hvacpayments@summerhill.com)

Mail:

saveONenergy Incentives  
30 Commercial Road,  
Toronto, ON M4G 1Z4

**2015 Documents:** Please continue to send your *2015 corrections* to the old screening centre at:

Fax: 1-866-945-6474

E-mail: [heatingcoolingincentive@promo-trak.com](mailto:heatingcoolingincentive@promo-trak.com)

Mail to:

Heating and Cooling Incentive Program  
PO Box 10099



## Re-registration for 2016 Program

The IESO has issued a new contractor participation agreement for 2016, and all participating contractors are required to sign and return **ALL PAGES** of the agreement **no later than April 8, 2016** to continue with access to the 2016 OSS. To print and sign the new 2016 Participation Agreement [Click Here](#).

As usual we ask that all participating contractors ensure that their document requirements on file with HRAI, are current and up to date for 2016 participation. Required documentation will continue as follows:

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

Please submit 2016 participation agreement and any 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 1-800-267-2231 ext 236 or e-mail her 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 Joanne Smith 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.

Joanne Smith -ext: 244 [jsmith@hrai.ca](mailto:jsmith@hrai.ca)

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 please contact Sarah Coleman.

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: 1-877-688-3062 and not your contractor contacts at HRAI.

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Behalf of the Independent Electricity System Operator

HRAI (Heating, Refrigeration & Air Conditioning Institute of Canada),  
2800 Skymark Avenue, Bldg. 1, Suite 201, Mississauga, L4W 5A6 Canada