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HEATING AND COOLING INCENTIVE

Incentive Update- October
2016

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IMPORTANT UPDATE: 2017 Program Changes - LDC participation

As a result of the greater flexibility Local Distribution Companies (LDCs) have under the Conservation First Framework (CFF 2015-2020) in selecting conservation programs to offer to their customers, the HVAC initiative may be unavailable in a number of communities beginning January 1, 2017.

Cornwall Rail and Electric (Servicing Cornwall), Enwin Utilities Ltd. (Servicing Windsor) and Niagara on the Lake Hydro (Servicing Niagara on the Lake) are three LDCs that have determined they will **NOT** be offering the program in 2017 - customers in these areas will **NOT** be eligible to receive Heating & Cooling incentives. We will communicate other LDC opt-outs as they become available.

Beginning 2017, prior to offering Heating & Cooling incentives, contractors will be required to enter customer postal codes in the Contractor Locator Tool to confirm whether they are eligible to participate in the Heating & Cooling program. If the resident is a customer of a non-participating LDC, a message will be provided indicating that the program is no longer offered in this area. Contact information for the non-participating LDC will be provided if customers wish to follow-up directly with the LDC.

Additional details related to the 2017 LDC participation-verification process for Contractors will be communicated as they become available.



Frequent Incentive Submission Errors

Customer Addresses: Please ensure you are carefully entering your customer's address information into the claim forms when submitting for your customers, including unit numbers if applicable, to ensure your customer's receive their cheques in a timely manner.

Participant Business Name Field: Do NOT enter your company's name in the 'Participant Business Name' field, this is strictly for when your customer is a business rather than an individual person. Please leave it blank if your customer is not a business otherwise the cheque will be issued incorrectly.

E-mail Option Signature: As a reminder, whenever possible try to get your customers to provide you with their e-mail addresses to enter into their claim submissions. Having your customer's endorse their claims electronically will speed up the screening/processing of their claims.

Contractor E-mails Entered into Customer Claims: If your customer does not have an e-mail address DO NOT enter your company's e-mail into the field. Contractors cannot use their own email addresses when completing claims online for customers. The email option is for the customers to allow them to electronically endorse claims and also provides them the opportunity to upload their own invoices. Completing this step, on behalf of your customers **constitutes fraud.** Contractors who continue this behavior may be removed from the program.



REMINDER: Mandatory AC Optimization Training for AC Installers

In the 2014 initiative, the IESO (formally the OPA) made it mandatory for all AC technicians installing air conditioners, to take an AC Optimization Training on quality installations.

As a reminder the training must be completed by your AC technicians before the AC technician's name will appear in the drop downs and the AC incentive can be submitted.

The AC Installation Optimization Program is now available On-line/On-Demand

Please ensure that each licensed AC technician is the actual person logging in and working through the course themselves, and not someone else on their behalf.

The training is also open to anyone who may be interested (ie. owners, managers, administrative staff).

Please [Click Here](#) for detailed instructions on how to complete the AC Optimization Online Training.

If you have any questions regarding this course please contact Angie Mantei at amantei@hrai.ca or 1-800-267-2231 ext 237

If you are having technical difficulties with the website, please contact Chang Lee at clee@hrai.ca or 1-800-267-2231 ext 268



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!

Heating & Cooling Customer Support Call Centre

If your customers have inquires regarding the status of their claims please ensure you are directing them to the Customer Support Call Centre: 1-877-688-3062

The following contacts are for contractor inquiries only:

HRAI Specific Inquiries - 1-800-267-2231

Contractor Registration/Account Support

Please contact Michelle Nestor 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.

Michelle Nestor - ext: 236 mnestor@hrai.ca

Contractor Claim Support

Please contact Nichola Welsh 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.

Nichola Welsh - ext: 244 nwelsh@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

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