



HRAI
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HEATING AND COOLING INCENTIVE

Incentive Update- Spring
2015

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**Reminder: Ontario Power Authority (OPA)
has Merged with Independent Electricity
System Operator (IESO)**

The Ontario Power Authority (OPA) has merged with the Independent Electricity System Operator (IESO) to create a new, stronger organization that will combine the OPA and IESO mandates and continue the high quality work both organizations are known for.

The new organization is now known as the **Independent Electricity System Operator (IESO)**. Updates have been made to the online system that reflect this change. The 2015 Heating and Cooling Incentive has rolled out as anticipated January 1st, 2015. Please be advised that the OPA reference on your customers incentive payment has been changed to reflect the new IESO logo. The merger is intended to improve efficiency, reduce costs and includes the objectives of both the OPA and the IESO.



**Updated Links for Contractor and Customer
Logins**

Please be advised that with the Ontario Power Authority (OPA) and the Independent Electricity System Operator (IESO) merger there have been some updates made to the existing links for you and your customers to use when logging onto the online system.

Please update your login links to the following:

As a contractor you will use this login link:

<https://secure.heatingandcoolingincentive.ca/IESO/ContractorLogin.aspx>

Please advise your customers to use this link if they should need to check on the status of their claim:

<https://secure.heatingandcoolingincentive.ca/IESO/ConsumerRebateLookup.aspx>

Please note: the old links will continue to redirect you to the new site for a limited time, only until June 1, 2015. After June 1st the old links will no longer redirect as the old link is no longer live.

UPDATED - 2015 Customer Terms and Conditions:

http://www.hrai.ca/PDFs/hvac_consumer_terms_and_conditions_20150303.pdf



Mandatory 1-Day Training for the HEATING & COOLING INCENTIVE Initiative AC Installers

As per prior email communications sent during the course of 2013 & 2014, HRAI, on behalf of the Independent Electricity System Operator - IESO (formerly the Ontario Power Authority - OPA), has been offering their 1-day AC Installation Optimization Training Program.

All technicians installing AC equipment are required to complete this one-day 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 you have questions regarding the schedule and course registration information, you may contact Angie Mantei, HRAI, at 1-800-267-2231 ext. 237, or by email at amantei@hrai.ca.

Please note: the IESO (formerly the OPA) has now confirmed that all new contractor companies participating in the H&CI initiative or new employee technician's who have not taken the course yet will be offered a 4 month grace period from the date they sign off on the

new HVAC Participation Agreement Letter or the date your new technicians are active in the drop-downs, to ensure these new AC technicians have the opportunity to complete the training.



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!

Contractor Claim Support

Please contact Kayeigh Breen if you are a contractor in need assistance with entering a claim or have a declined claim and do not understand the decline reason or how to correct your customers claim.

Kayeigh Breen - ext: 244 kbreen@hrai.ca

Registration/Account Support

Please contact Sarah Coleman 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.

Sarah Coleman - ext: 236 scoleman@hrai.ca

Please contact Michelle Grenier 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.

Michelle Grenier- ext: 248 mgrenier@hrai.ca

HRAI Specific Inquiries -1-800-267-2231

Please remember when your claim has been declined and you are aware of how to resolve the issue, please send your corrections via

e-mail to 'heatingcoolingincentive@promo-trak.com' or via fax 1-866 945-6474 directly.

Resubmissions to declined incentive claims can take up to ten (10) business days to be reflected on your customer's claim

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 as we cannot assist customers directly with their claims.

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Behalf of the Independent Electricity System Operator