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HEATING AND COOLING INCENTIVE

Incentive Update- Summer
2015

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IESO Merger: Updated Participation Agreement to be Signed

Please be advised that the 2015 Contractor Participation Agreement has been updated to reflect the change from the Ontario Power Authority (OPA) to the Independent Electricity System Operator (IESO). These changes require all participating contractors to sign off on the new agreement.

Please sign the first and last page and return **ALL** pages to HRAI **no later than August 24, 2015** to ensure your access to the online site is not interrupted.

Please forward the updated participation agreement to HRAI either by e-mail to scoleman@hrai.ca or fax to 905-602-1197

[Click Here for UPDATED - 2015 Participation Agreement](#)



Expired Technician's Licenses

Please review your contractor profile to ensure your mandatory company details and technicians licences are up to date.

Beginning June 2nd, 2015, if a technicians license has expired they will no longer be available in the online

submission page to use when entering claims.

To see what technicians' licenses need to be submitted please log into you contractor profile, click on your technician tab then when you click on each technician's name you will see the most current license we have on file's expiry date.

If you see your technician's licenses are showing expired on the system please submit updated copies to HRAI (including your contractor ID#) to have these updated in the system either by e-mail or fax to:

Sarah Coleman

e-mail: scoleman@hrai.ca

Fax: (905) 602-1197



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!

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

Contractor Claim Support

Please contact Michelle Grenier 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. If you are looking to add furnace or AHRI listings that are not currently available online, or 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.

Incentive Update is published quarterly by The Heating Refrigeration and Air Conditioning Institute of Canada on



Behalf of the Independent Electricity System Operator

heatingcoolingincentive@hrai.ca



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