



ENERGY EFFICIENCY REBATE PROGRAM

FREQUENTLY ASKED QUESTIONS

Q: What is the Energy Efficiency Retrofit Program?

A: The Energy Efficiency Retrofit Program is a performance-based, contractor-lead, retrofit program that provides rebates for three categories of eligible upgrades:

- 1) Windows upgrading to ENERGY STAR®, triple pane, low-e, argon windows.
- 2) Domestic hot water upgrading to ENERGY STAR® tankless system with an EF greater than 0.91.
- 3) Insulation added to attics, main walls, basement walls and pony walls.

There is up to \$1,500 in rebates for window upgrades available per household. Rebates in this program are based on modelled energy-saving.

Q: How do I participate in the energy efficiency retrofit program?

A: All Weather Windows Renovations will work with you to estimate the rebate based on the number of windows, window size and current window frame. The amount of your rebate is based on a government-determined formula that takes into consideration how your new windows will affect the energy efficiency of your home.

In order to be able to submit your application, All Weather Windows Renovations will need:

- A release form
- Before and after photos taken from the exterior showing all windows installed
- An itemized invoice

The customer will pay All Weather Windows Renovations the full amount upfront and we will submit the claim on the customer's behalf. The homeowner will receive confirmation from us once the claim information has been sent to the government. The homeowner should then receive an email invitation to review the claim on the Summerhill Group website after it's been approved. The Summerhill Group is a government agent contracted to execute the Energy Efficiency Retrofit Program. The homeowner will need to confirm their name, address and installation details, answer questions about their home and how they learned of the program, and will need to accept the Terms and Conditions to certify their claim. After this is complete, the homeowner should receive their reimbursement from the government in six to eight weeks following the submission.



Q: What is the Home Energy Plan program?

A: The Home Energy Plan program is a new government program that offers homeowners the following:

- Higher rebate amounts that are only available in this program.
- \$1,000 bonus rebate when you complete three or more upgrades to your home.
- \$300 rebate toward your Home Energy Evaluation to find out where the best savings are, personalized for your home.
- More rebate options. Home Energy Plan program includes all the great products found in our Home Improvement Rebates program, plus even more, like furnaces, boilers, window glazing/inserts and skylights.

Q: What is the Home Energy Efficiency Evaluation?

A: The Home Energy Efficiency Evaluation is an assessment of your home in terms of energy consumed with recommendations for areas of improvement. The home is assessed from the attic to the basement and then modeled in a specialized software to understand exactly how much energy you use and how much you can save with upgrades, repairs and renovations.

Q: How do I participate in the Home Energy Efficiency Evaluation?

- A:
- 1) Get in touch with a Participating Energy Advisor to book an EnerGuide Home Energy Evaluation.
 - 2) Have your Home Energy Evaluation completed.
 - 3) After your data is received by Natural Resources Canada (up to two weeks), you'll be invited to login to homeenergyplan.ca (a secure portal) where you can:
 - 1) Review rebate estimates,
 - 2) Learn about the home improvements that can save you energy and rebates available,
 - 3) Find Participating Contractors to complete work and submit applications for a rebate on your behalf.

Q: If I purchase the windows and install them myself, can I submit for the rebate?

A: This depends on the rebate plan you choose. For the Energy Efficiency Retrofit Program, the windows must be installed by an approved contractor such as All Weather Windows Renovations. Under the Home Energy Plan, you may complete the work yourself but in order to receive the rebate your home must be re-evaluated again after the work is finished.

Q: Can I upgrade my windows to better single or dual-pane windows and receive the rebate?

A: No, you must upgrade to ENERGY STAR® triple pane, low-e, argon windows to qualify.

Q: Can All Weather Windows Renovations provide rebates for other home improvements?

A: No, we can only provide rebates on window installation. Customers interested in other home improvements should reach out to their preferred contractors for these services.



Q: What is the ENERGY STAR® program?

A: The ENERGY STAR® is the symbol of high-efficiency products in Canada, and products earn it by meeting strict technical specifications for energy performance. ENERGY STAR® products save energy without sacrificing performance, and are typically in the top 15 to 30 per cent of their class for energy performance. The ENERGY STAR® is a way for customers to quickly identify products that are high energy performers.

Q: Which structures are eligible for rebates?

A: To be eligible for a rebate, the structure must be the primary residence of the owner or tenant with an Alberta address and must also have a separate gas and/or electricity meter. The structure must be a detached home, semi-detached home, side-by-side duplex, side-by-side row/townhome or a mobile home used as a residence on a permanent foundation with a year round water supply.

Q: Which structures are not eligible for rebates?

A: The following structures are not eligible for energy efficiency rebates:

- Homes under construction, unoccupied homes, summer homes or cottages
- Multi-residential buildings including high-rises, apartments and condominiums
- Unheated spaces such as garages, sunrooms, outbuildings, covered porches, etc.
- New construction homes or additions to existing buildings
- Projects already in progress
- Homes where utility bills are in the name of a condo corporation

Q: Who are ‘Third Party Evaluators’?

A: ‘Third Party Evaluators’ are contractors employed by the Government of Alberta. They work in the field, randomly checking claims to ensure contractors are participating honestly. The visit is very quick—less than 20 minutes—and there is no risk to the approved rebate

