



saveONenergy HOME ASSISTANCE Program (HAP) FAQ

What is the saveONenergy HOME ASSISTANCE Program (HAP)?

This program is part of a suite of province-wide conservation programs funded by the Ontario Power Authority (OPA) and offered by local electric utilities – supporting energy conservation across for residents across Ontario along with every sector of the economy. The goal is to maximize opportunities for Ontarians to conserve electricity, help manage energy costs and reduce demand on the electricity system. For more information on conservation programs offered in Toronto by Toronto Hydro, visit: torontohydro.com/conservation.

Why is the saveONenergy HOME ASSISTANCE Program (HAP) being offered?

The goal of HAP is to help income-eligible Ontarians who may not be able to pay the up-front costs of energy-efficiency upgrades, make their homes more energy-efficient. Energy conservation can help families and social housing providers manage their energy use and costs. By helping to reduce a household's energy use, the overall ratepayer costs associated with late payment and arrears (eg. collection, disconnection, reconnection costs) may be lowered. Programs like this can also assist with reducing the amount of public and charitable funds spent on emergency financial assistance initiatives.

Who can participate in this program?

To participate in HAP, a tenant or homeowner must qualify based on income eligibility, building type, utility bill responsibility and permission of the landlord, where applicable.

- Eligible participants must have an annual household income that meets certain threshold criteria or receive one or more social assistance programs, or reside in social and/or assisted housing.
- Eligible participants must pay their own utility bills, except where they reside in social and/or assisted housing.
- Eligible residential housing includes a detached or semi-detached house, townhouse, mobile home, unit in a duplex, triplex or other multi-residential building (including social housing), that is:
 - o a maximum of three storeys high
 - o less than 600 square metres
 - o a full-time residence
 - o within the service area of the local electric utility
 - o used for residential occupancy
- Tenants in individually metered apartment buildings are also eligible for the program.
- The dwelling also must not have previously received any energy-efficiency upgrades under this initiative.

Who is delivering the program and how were they chosen?

The HAP delivery agent is Greensaver. They were selected through a competitive bidding process and detailed proposal evaluation to ensure comprehensive and cost effective program delivery.



How can I apply?

Please call 1-855-234-9376 (855 23-HYDRO) or visit www.torontohydro.com/homeassistance to download an application.

If you are a tenant living in a privately owned building and are responsible for your electricity bill, you will also require the written consent of the building owner / manager to participate in HAP.

If you are a tenant living in social and / or assisted housing, talk to your housing provider to see if the building is eligible to participate. If the building is eligible, the housing provider can apply for the program. Once the building's eligibility has been established, all tenants of the building will qualify as eligible participants.

If I am deemed eligible, what will happen next? When will the energy assessment be done, and when will energy-efficiency measures be installed, if applicable?

A home assistance expert from Greensaver will work with you to schedule a detailed in-home energy assessment to determine how energy-efficient your home is now.

The program includes a detailed in-home energy assessment, professional installation of energy-efficient upgrades, and helpful advice on further steps you can take to save even more energy.

Follow-up visits will be needed if a refrigerator, freezer, window air conditioner or dehumidifier is being replaced, or if draft-proofing, basement, wall or attic insulation is being done. Greensaver will work with you to schedule a time when you will be home for all follow-up visits.

How many local distribution companies are offering HAP?

All local electricity distribution companies (LDCs) across Ontario filed plans with the Ontario Energy Board stating their intent to offer the HAP within their service territories. Most LDCs have signed up to deliver HAP.

What energy-savings programs are offered by Toronto Hydro for those who do not qualify for HAP? How can I apply for them?

Toronto Hydro offers a variety of conservation programs, funded by the Ontario Power Authority. Free collection of old, eligible fridges and freezers, appliance exchange, coupon events and incentives for replacing old, inefficient heating and cooling systems are some of the offers available currently. Check www.torontohydro.com/conservation for more information on these and other programs.

How can residents of social housing get information about whether or not they will have an opportunity to participate in the HOME ASSISTANCE Program?

Please call 1-855-234-9376 (855 23-HYDRO) and speak to a customer service representative for more detailed information on the program eligibility requirements.





How much energy is expected to be saved with this program?

Individual energy savings will depend on the building type and the products and services for which each participant is deemed eligible. Province-wide, the Ontario Power Authority had targeted about 5.7 MW of peak demand reduction through the delivery of this program. Energy conservation benefits all Ontarians by reducing demand on the system, avoiding or deferring the need to build new generation and lowering greenhouse gas emissions. Long-term benefits for the energy system can also be achieved by improving the energy efficiency of Ontario's housing stock, through energy conservation initiatives like these.

What if I am income-eligible or an eligible housing provider but my building is larger than the size required?

- If you are a tenant in a larger apartment building, meet the income qualification and your unit is individually metered (i.e. you pay your own energy bill) you are eligible for HAP.
- If you are a tenant in a larger building but your unit is not individually metered, please encourage your landlord to visit www.saveONenergy.ca for more information about the programs available to them.
- If you are a tenant or social housing provider and your building is larger than 3 stories, visit www.torontohydro.com/retrofit for information on the Retrofit Program.

How long does this process take typically?

A home visit will be scheduled within three weeks from when your application is approved. The initial visit, energy assessment and installation of basic measures will usually last about 1 – 1.5 hours. If a follow-up visit is required to install extended or weatherization measures, this visit will be scheduled at a mutually convenient time and it may take up to an additional 2 days to complete the work, depending on the complexity.