

Heating & Cooling Incentive Update



Administered by:  HRAI

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Customer Support Call Center: 1-877-688-3062

Changes to the Save on Energy Heating and Cooling Incentive Initiative Program - 2017

IMPORTANT PROGRAM CHANGES:

The Independent Electricity System Operator (IESO) and Ontario's Local Distribution Companies have recently approved changes to the existing Heating and Cooling incentives.

The new eligible equipment and incentives are expected to be introduced by July 1, 2017.



The IESO will be removing the CAC incentives for the SEER 14.5 & 15 (EER 12 & 12.5) from the program as of June 30, 2017 and is planning on introducing incentives for the products linked-to below starting July 1, 2017.

[Click Here for full details on the new eligible products coming July 2017...](#)

Re-registration for Updated 2017 Program

Please be advised that the current participation agreement (signed in 2016) will be valid until June 30, 2017.

We ask that all participating contractors ensure that their document requirements on file with HRAI, are current and up to date.



A new Participation Agreement is expected to be issued shortly along with an enhanced orientation and program training. Submission of the new Participation Agreement, and completion of the enhanced orientation and program training will be required for all participating contractors who intend to offer the new incentives and continue participating in the program.

****Watch your inbox for upcoming communication from us for re-registration requirements.****

Tips to Reduce Declined Submissions

We have compiled some tips to help prevent your customer's incentives from being declined.

This week's top three reasons for declined submissions were:

#1: The Furnace Model Number is different from the one indicated on the proof of purchase submitted.

#2: The address provided on the proof of purchase submitted does not match the online incentive form.

#3: The name provided on the proof of purchase submitted does not match the online incentive form.



[Here are some tips on how you can help limit the amount of declined claims and keep your customers happy without delay...](#)

Program Support for Contractors:

[HRAI Inquiries](#)

1-800-267-2231

Contractor Registration / Account Support

Assistance with registration, online profile (adding new technicians/users, update company information, etc.), login issues, or general initiative information.

Michelle Nestor, ext 236
mnestor@hrai.ca

Contractor Claim Support

Assistance with claims, understanding declined claims, or correcting customer claims.

Nichola Welsh, ext 244
nwelsh@hrai.ca

Equipment Listings / Complaints / Audits

Assistance with adding furnace or AHRI listings online, place complaints, or recommend installation audit.

Sarah Coleman, ext 248
scoleman@hrai.ca

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