

Home Efficiency Rebate Program Eligibility Requirements:

1. Enbridge Gas Inc. (“**Enbridge**”) is delivering the Home Efficiency Rebate program (the “**Program**”) to any eligible Ontario resident (each, a “**Participant**”) who primarily space-heats the Participant’s home with Enbridge-supplied natural gas at the time of the pre-retrofit EnerGuide home energy evaluation and/or the post-retrofit EnerGuide home energy evaluation (respectively, “**Pre-Audit**” and “**Post-Audit**”, and collectively, the “**Audits**”), and satisfies all other Program eligibility requirements. Audits must be completed by a registered energy advisor (“**REA**”) who is licensed by Natural Resources Canada (“**NRCan**”) and is an employee or a subcontractor of an Enbridge-approved service organization, which will be published on the Program website from time to time (each, an “**Authorized Service Organization**”). Enbridge strongly recommends that the same REA conducts both Audits for a given Participant. The Program will commence on July 15, 2024 (the “**Program Start Date**”).
2. Under the Program, the Participant may be eligible (subject to satisfying all Program requirements) to receive a financial rebate of up to \$5,000 (“**Rebate**”) after implementing certain eligible energy efficiency measures (“**Qualified Measures**”). To be eligible for a Rebate, a Participant must:
 - a. complete a Pre-Audit*;
 - b. return to the applicable REA or Authorized Service Organization, or to Enbridge, the duly signed Home Efficiency Rebate Terms and Conditions;
 - c. install at least two (2) Qualified Measures; and
 - d. complete a Post-Audit within 120 days of the Participant’s Pre-Audit or by **December 31, 2025**, whichever comes first, provided that Post-Audits for all Participants must be scheduled and entered into Enbridge’s tracking system by no later than **November 30, 2025**. For greater certainty, Enbridge reserves the right to disqualify any Participant from participating in the Program or receiving any Rebate, and to permanently close the Program application / file of any Participant who does not (i) complete a Post-Audit by the earlier of 120 days following the completion of such Participant’s Pre-Audit and December 31, 2025, and (ii) schedule and enter into Enbridge’s tracking system such Participant’s Post-Audit by November 30, 2025.
3. *Any prospective Participant who completed a Pre-Audit prior to the Program Start Date (a “**Legacy Pre-Audit**”) may be eligible to participate in, and receive a Rebate under, the Program without the need to complete a new Pre-Audit, provided that such prospective Participant satisfies all the following requirements (which, for certainty, are in addition to all other Program requirements):
 - a. The Legacy Pre-Audit must have been completed on or after February 6, 2024 by an NRCan-licensed REA and submitted to NRCan. For greater certainty, (i) Enbridge will not accept any Legacy Pre-Audits that were completed prior to February 6, 2024 or not submitted to NRCan; and (ii) the REA that completed such Legacy Pre-Audit may, but does not need to, be employed by or subcontracted to an Authorized Service Organization for the purposes of satisfying this requirement.
 - b. If the REA that completed the Legacy Pre-Audit is not employed by or subcontracted to an Authorized Service Organization, then the prospective Participant must submit the Pre-Audit invoice to the applicable Authorized

Service Organization who will be completing the Post-Audit for such prospective Participant.

- c. The prospective Participant must not have completed a Post-Audit prior to the Program Start Date. For greater certainty, for the purposes of determining eligibility to receive a Rebate under the Program, Enbridge will accept only Post-Audits completed by an Authorized Service Organization on or after the Program Start Date.
 - d. The prospective Participant must not have implemented any Qualified Measures prior to documenting and submitting to the applicable Authorized Service Organization photographs of the existing conditions and equipment present at the Participant's home prior to installation of any Qualified Measures. For greater certainty, if the REA that completed the Legacy Pre-Audit is not employed by or subcontracted to an Authorized Service Organization, then the prospective Participant must submit the photographs contemplated by this Section 3(d) to the Authorized Service Organization who will be completing the Post-Audit for such prospective Participant.
 - e. Notwithstanding Section 2(d) above, any prospective Participant who completed a Legacy Pre-Audit on or after February 6, 2024 must complete a Post-Audit by no later than 120 days following the Program Start Date, or November 12, 2024.
4. Without limiting any of the foregoing requirements, any Qualified Measures completed prior to the Pre-Audit will not be eligible to receive a Rebate under the Program without the prior written consent of Enbridge.
 5. Without limiting any other provision herein, each Participant is responsible for, among other things:
 - a. ensuring that such Participant satisfies all Program eligibility requirements;
 - b. choosing an REA that is employed by or subcontracted to an Authorized Service Organization;
 - c. for purposes of completing the Post-Audit, submitting to the applicable REA or Authorized Service Organization, or to Enbridge (as applicable) copies of each of the following documents: (i) invoice(s) for Audits and Qualified Measures; and (ii) property tax bill(s);
 - d. retaining copies of each of the documents specified in Section 5(d) above;
 - e. completing a Program application; and
 - f. for meeting all Program deadlines.
 6. If a Participant has previously participated in and received (or expects to receive) a rebate or other incentive through another Enbridge program including, but not limited to, the Home Efficiency Rebate Plus (HER+) program, such Participant may participate in this Program, provided that such Participant will be ineligible to receive a Rebate in respect of any Qualified Measures for which the Participant previously received (or expects to receive) a rebate or other incentive under such other Enbridge program(s) (i.e. double-dipping is not permitted). For example, if a Participant installed replacement windows at the Participant's home and received a rebate under the HER+ program in respect of the installation of such replacement windows, then the Participant will not be eligible to also receive a Rebate under the Program for such replacement windows.
 7. Once a Participant has participated in and received a Rebate through the Program, the Participant's Program file will be closed, and Enbridge shall have no further obligations

to such Participant under the Program. Notwithstanding the foregoing, such Participant may re-apply to participate in the Program again, provided that:

- a. the Participant must satisfy all Program requirements again, including, but not limited to, those requirements listed in Sections 2 and 5 herein. For greater certainty, in addition to all other Program requirements, for subsequent participation in the Program, the Participant would need to complete a new Pre-Audit and new Post-Audit in order to be eligible to receive a subsequent Rebate under the Program;
 - b. the sum of the initial Rebate received by the Participant and any subsequent Rebate(s) received shall not exceed \$5,000. For example, if the Participant received an initial Rebate of \$4,000 in respect of the Participant's previous participation in the Program, the maximum amount of any subsequent Rebate(s) the Participant could receive during subsequent participation in the Program shall not exceed \$1,000;
 - c. the Participant will not be reimbursed for the cost of performing any Audits for the purposes of subsequent participation in the Program. For greater certainty, the Participant may only receive the \$600 reimbursement for the Audits the first time the Participant successfully completes the Program; and
 - d. the Participant shall not receive any Rebate in respect of any Qualified Measures for which the Participant previously received a Rebate under the Program.
8. Rebates may be awarded to Participants starting **January 1, 2025** until such time as Program funding has been allocated, modified, terminated or exhausted, and no Rebate can be provided, and no payment can be made, to any Participant under the Program if Program funding is allocated, modified, terminated or exhausted (as determined by Enbridge in its sole discretion).

Eligibility Rules:

The Program is available for the following types of homes:

- Single detached and semi-detached homes.
- Row housing.
- Townhomes.
- Mobile homes on a permanent foundation.

The following types of homes are not eligible under the Program:

- Homes that are not space-heated by Enbridge at either the time of the Pre-Audit or the Post-Audit.
- Homes less than 6 months old.
- Multi-unit residential buildings (MURB) with more than 3 storeys or building area larger than 600 m², including retirement homes.
- Low-rise MURB's (3 storeys or less with a building area of 600 m² or less).

Qualified Measures:

Windows, Doors, Skylights and Sliding Doors¹

Eligibility criteria for a Rebate:

- \$50 per rough opening for each window, door, skylight or sliding door replaced with an ENERGY STAR certified model.

NOTE: A minimum of 3 windows or 1 door or 1 skylight or 1 sliding door are required to be upgraded to count as one Qualified Measure. For clarity, replacing only one or two windows with an ENERGY STAR certified model will not count as a Qualified Measure.

- Keep the ENERGY STAR labels on your windows and doors until after your Post-Audit.

Important:

- A complete new window or door and frame replacement can be inserted into the existing frame of an old window or door, but replacements of only the glass, sash or door without a frame are not eligible.

A rough opening is defined as a structurally stable opening in an outside wall. The opening may be surrounded by framing members (e.g., studs, lintels) or by solid material (e.g., concrete, solid wood logs). A rough opening serves the purpose of installing one or more windows or doors. The Rebate is offered per rough opening, as opposed to per number of windows or doors installed within the opening. For example, a bay window with three window units installed into one rough opening is eligible for only one Rebate.

Windows, Doors, Skylights and Sliding Doors:	
Criteria	Rebate Amount
Each window, door, skylight or sliding door replaced with an ENERGY STAR certified model (Minimum of 3 windows or 1 door or 1 skylight or 1 sliding door replaced with ENERGY STAR certified models required)	\$50 per rough opening

Exposed Floor Insulation

Insulating exposed floors, such as the floor of a room above an attached garage or the floor of an addition where the floor is exposed to the outdoors, can improve comfort, and save energy.

Eligibility criteria for a Rebate:

- Insulate the entire exposed floor area (minimum area of 11 square meters or 120 square feet).
- The exposed floor area may be composed of either one large, exposed floor area or multiple smaller areas.
- This can include overhangs and floors above unheated spaces such as an unheated garage.
- Crawl spaces are excluded as there are separate Rebates for crawl spaces.

¹ Also known as Patio Doors separating the interior of the home and the outdoors

Exposed Floor:	
Level of Insulation Added	Rebate Amount
Minimum of R-20	\$300

Attic Insulation (Attic/Cathedral Ceiling/Flat roof)

A roof assembly can be an attic, a cathedral ceiling, a flat roof, or a combination of any of these three. The amount of the Rebate you receive will be based on your entire roof assembly, whatever its combination and whether they can be accessed.

Eligibility criteria for a Rebate:

- Insulate a minimum 20% of the total area of your roof assembly.
- You must increase the insulation value (Nominal R-value) as per the table below.
- Any additional insulation must be added to the same location as the insulation present at the time of the Pre-Audit. For example, if the attic floor was insulated, add insulation to the attic floor or if the attic ceiling was insulated, add insulation to the ceiling.

Important:

- The Rebate amount you receive will be pro-rated based on the percentage of the total roof assembly that you insulate. Inaccessible roof spaces also count towards the entire area of the roof assembly.
- The maximum Rebate amounts listed in the table below reflect a situation where your home has only one type of roof assembly (attic, cathedral ceiling, or flat roof).
- The total Rebate amount for any combination of attic, cathedral ceiling and flat roof insulation cannot exceed \$1,500.

Attic:		
Level of Insulation at the time of Pre-Audit	Minimum Insulation Level to Reach by Post-Audit	Maximum Rebate
Less than or equal to R-12	R-50	\$1,500
Greater than R-12 to R-25	R-50	\$1,200
Greater than R-25 to R-35	R-50	\$900

Cathedral Ceiling/Flat Roof:		
Level of Insulation at the time of Pre-Audit	Minimum Insulation Level to Reach by Post-Audit	Maximum Rebate
Less than or equal to R-12	R-20	\$780
Less than or equal to R-25	R-28	\$780

More than One Roof Assembly Example:				
Roof Assembly Type	Level of Insulation at the time of Pre-Audit	Minimum Insulation Level to Reach by Post-Audit	% Area Insulated	Maximum Rebate
Attic	Greater than R-12 to R-25	R-50	60%	\$720 (60% of \$1,200)

Cathedral Ceiling	Less than or equal to R-12	R-28	40%	\$312 (40% of \$780)
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Exterior Wall Insulation

Eligibility criteria for a Rebate:

- Insulate a minimum 20% of your exterior wall area, excluding foundation walls.
- You must increase the insulation value (Nominal R-value) as per the table below.

Important:

- The Rebate amount will be pro-rated based on the total percentage of your walls that you choose to insulate. This means that if you insulate 60% of your wall area, you would qualify for 60% of the maximum Rebate.
- For a semi-detached or end unit row house, you will not qualify for the maximum amount of the Rebate. You would be eligible for 75% of the maximum Rebate.
- For a middle unit row house, you will not qualify for the maximum amount of the Rebate. You would be eligible for 50% of the maximum Rebate.
- There are no Rebates available for insulating walls between individual units.

Exterior Wall:		
Level of Insulation Added between the Pre and Post Audit	Maximum Rebate	Rebate if 60% of Wall Area Insulated
R-7.5 to R-12	\$1,200	\$720
Greater than R-12 to R-20	\$2,100	\$1,260
Greater than R-20	\$3,600	\$2,160

Basement Insulation

Eligibility criteria for a Rebate:

- Insulate a minimum of 20% of the basement wall area.
- Insulate a minimum 80% of your entire foundation header area.
Note: Foundation header can be a basement header, a crawl space header, or a combination of these two.
- Insulate a minimum 50% of your entire basement slab area.
- If you are also insulating your exterior crawl space walls, the maximum you can receive for insulating both the exterior crawl space wall and basement wall areas is \$1,500.

Important:

- When both a basement and crawl space are present, all applicable Rebates are pro-rated to a maximum of \$1,500 based on the total wall area and the insulation added, which would be considered as one (1) Qualified Measure only.
- The Rebate amount for basement wall will be pro-rated based on the total percentage of your walls that you choose to insulate. This means that if you insulate 60% of your wall area, you would qualify for 60% of the maximum Rebate.

- You can receive combined Rebates for adding insulation to the basement walls and foundation headers up to \$1,800, which would be considered as one (1) Qualified Measure only.
- You can receive combined Rebates for adding insulation to the basement walls and basement slab up to \$2,000, which would be considered as two (2) Qualified Measures.
- You can receive combined Rebates for adding insulation to the basement walls, foundation headers and basement slabs up to \$2,300, which would be considered as two (2) Qualified Measures.
- For a semi-detached or end unit row house, you will not qualify for the maximum amount of the Rebate. You would be eligible for 75% of the maximum Rebate.
- For a middle unit row house, you will not qualify for the maximum amount of the Rebate. You would be eligible for 50% of the maximum Rebate.
- There are no requirements to insulate walls and headers between adjacent units, therefore there are no Rebates available for this work.

Foundation Header:	
Insulate	Rebate Amount
At least 80% of your entire foundation header area to increase the insulation value to add a minimum of R-20 <i>Note: Foundation header can be a basement header, a crawl space header, or a combination of these two</i>	\$300

Basement Slab:	
Insulate	Rebate Amount
At least 50% of your entire basement slab by a minimum of R-3.5	\$500

Basement Wall:		
Level of Insulation Added between the Pre and Post Audit	Maximum Rebate	Rebate if 60% of Basement Wall Area Insulated
R-10 to R-22	\$900	\$540
Greater than R-22	\$1,500	\$756

Semi-Detached or End Unit Row House Example:		
Level of Basement Wall Insulation Added between the Pre and Post Audit	Maximum Rebate	Rebate if 60% of Basement Wall Area Insulated
R-10 to R-22	\$675 (75% of \$900)	\$405 (60% of \$675)
Greater than R-22	\$1,125 (75% of \$1,500)	\$675 (60% of \$1,125)

Crawl Space Insulation

Eligibility criteria for a Rebate:

- Insulate a minimum of 20% of the crawl space walls or crawl space ceiling.
- If you are also insulating your basement walls, the maximum you can receive for insulating both the exterior crawl space wall and basement wall areas is \$1,500.

Important:

- When both basement and crawl space walls are present, all applicable Rebates are pro-rated to a maximum of \$1,500 based on the total wall area and the insulation added, which would be considered as one (1) Qualified Measure only.
- The Rebate amount for crawl space walls or crawl space ceiling will be pro-rated based on the total percentage of the area that you choose to insulate. This means that if you insulate 60% of the area, you would qualify for 60% of the maximum Rebate.
- You can receive combined Rebates for adding insulation to the crawl space walls and crawl space ceiling up to \$2,400, which would be considered as two (2) Qualified Measures.
- You can receive combined Rebates for adding insulation to the exterior crawl space walls and foundation headers up to \$1,500, which would be considered as one (1) Qualified Measure only.
- For a semi-detached or end unit row house, you will not qualify for the maximum amount of the Rebate. You would be eligible for 75% of the maximum Rebate.
- For a middle unit row house, you will not qualify for the maximum amount of the Rebate. You would be eligible for 50% of the maximum Rebate.

Exterior Crawl Space Wall:		
Level of Insulation Added between the Pre and Post Audit	Maximum Rebate	Rebate if 60% of Area Insulated
R-10 to R-22	\$600	\$360
Greater than R-22	\$1,200	\$720

Foundation Header:	
Insulate	Rebate Amount
At least 80% of your entire foundation header area to increase the insulation value to a minimum of R-20 Note: <i>Foundation header can be a basement header, a crawl space header, or a combination of these two</i>	\$300

Crawl Space Ceiling:		
Level of Insulation Added between the Pre and Post Audit	Maximum Rebate	Rebate if 60% of Area Insulated
Greater than R-24	\$1,200	\$720

Semi-Detached or End Unit Row House Example:

Level of Insulation Added to Crawl Space Ceiling between the Pre and Post Audit	Maximum Rebate	Rebate if 60% of Area Insulated
Greater than R-24	\$900 (75% of \$1,200)	\$540 (60% of \$900)

Air Sealing

Your Renovation Upgrade Report provided by your REA will provide you with a target to improve the airtightness of your home. Typically, the airtightness levels required for a Rebate would be achieved with the assistance of an air-sealing professional.

Note: In some instances, performing air sealing may result in inadequate ventilation, which may be detrimental to the house and its occupants. Please seek additional information from your REA and a qualified ventilation contractor.

Air Sealing:	
Option	Rebate Amount
Achieve the Base Target on your Renovation Upgrade Report	\$120
Achieve 10% or more above the Base Target on your Renovation Upgrade Report	\$180

Ground Source Heat Pumps

Two rebates are available for ground source heat pump systems:

- 1) the installation of a full system or,
- 2) the replacement of the heat pump unit.

Eligibility criteria for a Rebate:

- **Installation:**
 - Your ground source heat pump unit must be installed by a licensed and trained professional. Before accepting the quote from a licensed professional, it is highly recommended that you obtain proof of their licence to install equipment in Ontario.
- **Attestation:**
 - It is highly recommended that you ask the licensed and trained professional to sign an attestation form confirming that the installation has been completed according to the CSA standard—ANSI/CSA/IGSHPA C448 SERIES (latest version), “Design and installation of ground source heat pump systems for commercial and residential buildings”. [Download the attestation form.](#)
- **Eligible product list:**
 - Your new ground source heat pump must be on NRCan’s [list of eligible products](#). Direct expansion (DX), water-to-water, and brine-to-water systems are not eligible.
 - **NOTE: the rebate listed on NRCan’s list of eligible products is only the Canada Greener Homes Grant rebate amount, not the Rebate for the Program**

- **Performance Criteria:**
 - The full specification list can be found [here](#)

Ground Source Heat Pumps:	
Option	Rebate Amount
Install a ground source heat pump—full system that meets Canada’s Energy Efficiency Regulations: Energy Efficiency Regulations – technical specifications	\$3,000
Replace a ground source heat pump—heat pump unit only with one that meets Canada’s Energy Efficiency Regulations: Energy Efficiency Regulations – technical specifications	\$1,500

Air Source Heat Pumps (ASHP) and Cold Climate Air Source Heat Pumps (ccASHP)

Heat pumps for which a Rebate is provided can be a first-time installation of a heat pump system or a replacement of an existing heat pump system. A heat pump system is composed of an outdoor coil, indoor coil, and fan component. In case of hybrid systems, the fan component is part of a gas furnace. To be eligible for a Rebate, except for cases in which the indoor and outdoor coils are paired with an existing gas furnace (heat pump is using the furnace blower to distribute the heat throughout the house), a brand-new heat pump system must be installed that is part of an eligible combination unit. The heat pump system can work as a standalone system or in conjunction with an existing backup heating system (note that the backup system is not eligible for the Rebate; only the heat pump system would receive the Rebate). In case of mini or multi-split units, both indoor and outdoor units must be replaced/installed (the replacement of only one component, or addition of a new indoor unit is not eligible for a Rebate under the Program).

[Learn more about heat pumps](#)

Eligibility criteria for a Rebate:

- **Installation:**
 - Your air source heat pump or cold climate air source heat pump **must be installed by a licensed and trained professional. Before accepting the quote** from a licensed professional, it is highly recommended that you [obtain proof of their license to install equipment in Ontario](#)
- **Attestation:**
 - It is highly recommended that you ask the licensed and trained professional to sign an attestation form confirming that the installation has been completed according to the CSA standard. [Download the attestation form.](#)
 - The mechanical system contractor is responsible for specifying (including load calculations, sizing and selection) and installing the new heat pump system to meet this requirement***.

*****Note:** The heat pump system is not typically sized to deliver 100% of the peak heating load as this could lead to an oversized system that frequently cycles on/off. Mechanical system contractors should design a system that optimizes the energy savings for a house and increases the comfort of occupants. Based on the house-as-a-system, the design should account for the anticipated heat requirements based on other planned energy efficiency upgrades to the building envelope (such as the installation of insulation, the replacement of windows or air sealing) in order to avoid oversizing the unit. While heat pump systems can also provide air conditioning in the summer, air conditioning considerations are secondary in the sizing of system design. It is recommended that the [toolkit for air source heat pump sizing and selection](#) be used by the mechanical system contractor to determine the optimal sizing needs. A new heat pump system can be integrated into an existing heat pump system. However, only the new system is eligible for a Rebate, provided that it meets all eligibility requirements.

• **Eligible product lists:**

- Your new heat pump must be on NRCan's [list of eligible products](#). All components of a heat pump system (indoor and outdoor units, and furnace or air handling unit) must be compatible and listed together as an eligible product. Use the AHRI number and make and model of the indoor and outdoor units provided by the mechanical system contractor to confirm that your heat pump is included on the list.
 - **NOTE: the rebate listed on NRCan's list of eligible products is only the Canada Greener Homes Grant rebate amount, not the Rebate for the Program**

• **Performance Criteria for Cold Climate Air Source Heat Pump (ccASHP)**

- **The newly installed system must meet the following criteria:**
 - HSPF2 Region V ≥ 6.6 AND SEER2 ≥ 15.2 (Systems with HSPF Region IV ≥ 10 are no longer being added to the eligible product lists. Systems already listed with HSPF Region IV ≥ 10 will continue to be eligible until June 1, 2025.)
 - COP ≥ 1.8 at $-15\text{ }^{\circ}\text{C}$ ($5\text{ }^{\circ}\text{F}$) (at maximum capacity operation) Capacity maintenance (Max $-15\text{ }^{\circ}\text{C}$ ($5\text{ }^{\circ}\text{F}$)/Rated $8.3\text{ }^{\circ}\text{C}$ ($47\text{ }^{\circ}\text{F}$)) $\geq 70\%$
 - compressor must be of variable capacity with 3 or more distinct operating speeds, or continuously variable speed
 - Minimum total rated heating capacity as outlined in the Table below:

Cold Climate Air Source Heat Pumps (ccASHP):			
Heat pump Type	Size (Tonnage)	Minimum Total Rated Heating Capacity @ $8.3\text{ }^{\circ}\text{C}$($47^{\circ}\text{F}$)	Rebate Amount
Cold climate air source heat pump (ccASHP) central Ducted system or Ductless System	$\geq 1\text{ Ton to } < 1.5\text{ Ton}$	3.52 kW (12,000 Btu/h)	\$500
	$\geq 1.5\text{ Ton to } < 2\text{ Ton}$	5.28 kW (18,000 Btu/h)	\$750
	$\geq 2\text{ Ton to } < 2.5\text{ Ton}$	7.03 kW (24,000 Btu/h)	\$1,000
	$\geq 2.5\text{ Ton to } < 3\text{ Ton}$	8.79 kW (30,000 Btu/h)	\$1,250
	$\geq 3\text{ Ton to } < 3.5\text{ Ton}$	10.55 kW (36,000 Btu/h)	\$1,500
	$\geq 3.5\text{ Ton to } < 4\text{ Ton}$	12.31 kW (42,000 Btu/h)	\$1,750
	$\geq 4\text{ Ton}$	14.07 kW (48,000 Btu/h)	\$2,000

- **Performance Criteria for ENERGY STAR certified air source heat pump (ASHP) (other than cold climate air source heat pump)**
 - **The newly installed system must meet the following Energy efficiency performance criteria:**
 - HSPF2 Region V ≥ 6.6 AND SEER2 ≥ 15.2 (Systems with HSPF Region IV ≥ 10 are no longer being added to the eligible product lists. Systems already listed with HSPF Region IV ≥ 10 will continue to be eligible until June 1, 2025.)
 - Minimum total rated heating capacity as outlined in the Table below:

ENERGY STAR Certified Air Source Heat Pumps (ASHP):			
Heat pump Type	Size (Tonnage)	Minimum Total Rated Heating Capacity @ 8.3 °C (47°F)	Rebate Amount
ENERGY STAR air source heat pump (ASHP), central Ducted system or Ductless System	≥ 1 Ton to < 1.5 Ton	3.52 kW (12,000 Btu/h)	\$250
	≥ 1.5 Ton to < 2 Ton	5.28 kW (18,000 Btu/h)	\$375
	≥ 2 Ton to < 2.5 Ton	7.03 kW (24,000 Btu/h)	\$500
	≥ 2.5 Ton to < 3 Ton	8.79kW (30,000 Btu/h)	\$625
	≥ 3 Ton to < 3.5 Ton	10.55 kW (36,000 Btu/h)	\$750
	≥ 3.5 Ton to < 4 Ton	12.31 kW (42,000 Btu/h)	\$875
	≥ 4 Ton	14.07 kW (48,000 Btu/h)	\$1,000

Heat Pump Water Heaters

Eligibility criteria for a Rebate:

- **Installation:**
 - Your new heat pump water heater **must be installed by a licensed and trained professional. Before accepting the quote** from a licensed professional, it is highly recommended that you [obtain proof of their licence to install equipment in Ontario](#)
- **Attestation:**
 - It is highly recommended that you ask the licensed and trained professional to sign an attestation form confirming that the installation has been completed according to the CSA standard. [Download the attestation form.](#)
- **Eligible product list:**
 - Your new heat pump water heater must be on NRCan's [list of eligible products](#).
 - **NOTE: the rebate listed on NRCan's list of eligible products is only the Canada Greener Homes Grant rebate amount, not the Rebate for the Program**
- **Performance criteria:**
 - Replace your natural gas domestic water heater with an ENERGY STAR certified domestic heat pump water heater (HPWH)



Heat Pump Water Heaters:	
Option	Rebate Amount
Replace your natural gas domestic water heater with an ENERGY STAR certified Domestic Heat Pump Water Heater (HPWH) ENERGY STAR technical specifications	\$500

Provided below is a copy of the Home Efficiency Rebate Terms and Conditions that will be provided to each Participant by its respective REA. Each Participant is required to sign a copy of the Home Efficiency Rebate Terms and Conditions before the Participant’s Program application can be submitted. The Home Efficiency Rebate Terms and Conditions are subject to change from time to time at Enbridge’s sole discretion. The Home Efficiency Rebate Terms and Conditions, including the Rebate amount, applicable to any Participant, will be those in effect at the time of the Post-Audit for such Participant.

I, (the “Participant”), hereby agree to the terms and conditions set out herein (the “Terms and Conditions”) for the Home Efficiency Rebate program (the “Program”) delivered by Enbridge Gas Inc. (“Enbridge”). Under the Program, the Participant may be eligible (subject to satisfying all Program requirements) to receive a financial rebate of up to \$5,000 (“Rebate”) after implementing certain eligible energy efficiency measures (“Qualified Measures”) and completing both a pre-retrofit EnerGuide home energy evaluation and post-retrofit EnerGuide home energy evaluation (respectively, “Pre-Audit” and “Post-Audit”, and collectively, the “Audits”) at the Participant’s home. **The Participant acknowledges and agrees that Enbridge may amend any Program terms or requirements, including the Rebate amount, at its sole discretion and without prior notice to the Participant, at any time prior to Participant completing a Post-Audit. The Program terms and requirements, including the Rebate amount applicable to the Participant, will be those in effect at the time of the Post-Audit.** Additional Program eligibility requirements (which, for certainty, are incorporated by reference herein and with which the Participant must comply at all times) are available at www.enbridgegas.com/HER-terms (the “Additional Program Eligibility Requirements”).

IMPORTANT: Any false or misleading statement made by Participant with respect to the Program application (“Application”) process and eligibility may result in Program ineligibility, Application cancellation, and/or disqualification from receiving or revoking of a Rebate. The Participant is solely responsible for (a) for reviewing the Program requirements and eligibility criteria, and (b) protecting the Participant against fraud.

1. Disclosure; Consent To Use Information

(a) I hereby consent to the collection, use and disclosure of my information (including personal information) by Enbridge, and any authorized service organization (“Service Organization”) and registered energy advisor (“REA”) delivering the Program on behalf of Enbridge, for the purposes of administering the Program, including: (a) administering my participation in the Program; (b) determining my eligibility for participating in the Program or receiving a

Rebate under the Program; (c) reporting on the Program (including to third parties); (d) sending follow-up surveys and conducting studies, audits, evaluations or other verifications related to the Program; and (e) for such other purposes lawfully permitted by applicable privacy laws. Without limiting the foregoing, I further acknowledge and agree that my information may be shared with Natural Resources Canada or the Independent Electricity System Operator in connection with my participation in the Program. I understand that Enbridge, or any Service Organization or REA may contact me directly, including by email or phone, for the above purposes, and I hereby consent to such contact by Enbridge, any Service Organization or REA, as applicable.

- (b) Pursuant to Canada's anti-spam legislation, Enbridge hereby requests my express consent to contact me at the electronic address or phone number listed in this document with information about future conservation programs, or additional Enbridge programs and services such as paperless billing. By signing this document, I am confirming my consent.
- (c) I understand that if I have any questions or to withdraw my consent in respect of any matter contemplated by this Section 1, I can contact Enbridge by mail: attention Privacy Officer at Enbridge Gas Inc., 500 Consumers Rd, North York ON, M2J 1P8.

2. Eligibility, Evaluation, Monitoring and Verification

- (a) As a condition of receiving a Rebate under the Program, I declare and attest to the following: (i) I am eligible to participate in the Program and receive a Rebate under the Program; and (ii) the information that I am providing to Enbridge, or any Service Organization or REA, including in the Application and on this form of Terms and Conditions is true, accurate and complete. I further acknowledge and agree that: (iii) any false or misleading statements made by me will result in my disqualification from participating in the Program and receiving a Rebate under the Program; and (iv) incomplete Applications, including a failure to comply with Application requirements, may delay the processing of the Application or render the Application ineligible for participation in or payment under the Program.
- (b) I agree upon request by Enbridge or any Service Organization or REA to: (i) participate in any survey, studies, audits, evaluations or verifications conducted in connection with the Program, including for the purposes of Program administration, determining Other Program participation (as such term is defined in Section 5 below), monitoring and verification of these Terms and Conditions, or evaluation of the Program; (ii) provide to Enbridge or any Service Organization or REA reasonable access to my records and facilities for such purposes contemplated in subsection (i); and (iii) provide any additional requested information and supporting documents needed to evaluate my Application and my participation in the Program.

3. Provision of Products and/or Services by Others

In addition to the Qualified Measures, a Service Organization or REA may offer, or refer me to contractors that can offer, energy efficiency products and/or services that are outside the scope of, and ineligible under, the Program ("**Other Products/Services**"). I acknowledge and agree that the provision and installation of any Other Products/Services is unrelated to the Program (and for certainty, not eligible for any Rebate under the Program) and I am under no obligation to proceed/purchase any Other Products/Services offered by any Service Organization, REA or any

contractor referred by any such Service Organization or REA. Enbridge is not affiliated with, and Enbridge does not endorse or recommend, any Other Products/Services.

4. Limitations, Indemnity and Release

- (a) The Participant acknowledges and agrees that Enbridge is not responsible for provision of any Audits, Qualified Measures, any Other Products/Services, or any acts or omissions of any Service Organization, REA or any other person. Enbridge makes no representation, warranty or guarantee regarding the suitability or use of any Audits, Qualified Measures, Other Products/Services, and shall not be liable for any claim, or any costs, expenses, losses and damages of any kind, including direct, indirect, special, or consequential damages, incurred by the Participant or any other person in connection with any Audits, Qualified Measures, Other Products/Services, or any acts or omissions of any Service Organization, REA or any other person. The Participant bears the entire risk of liability, loss, damages, costs and expenses which Participant may suffer, sustain or incur as a result of participating in the Program, performing any Audits, and installing and using any Qualified Measures or relating to, in connection with, resulting from, or arising out of any matter described in the Terms and Conditions.
- (b) The Participant hereby agrees and certifies that the Participant will: (i) indemnify and save harmless Enbridge, its affiliates, and each of their respective directors, officers, employees, agents, contractors, service providers, Service Organizations, REAs and representatives ("Representatives") from any and all liability and all claims, losses, damages (including direct, indirect, special or consequential damages), expenses and proceedings for personal injury (including death) or property damage of any person relating to, in connection with, resulting from, or arising out of the Program or any other matter contemplated by these Terms and Conditions; and (ii) release and forever discharge Enbridge and all Representatives from any and all manner of action and inaction, cause or causes of action, suits, debts, dues, sums of money, claims and demands whatsoever at law or in equity arising out of, or which are in any way related to, the Program or any other matter contemplated by these Terms and Conditions.

5. Other Program Participation / Other Incentives

I hereby confirm and certify that I have provided to Enbridge or the applicable Service Organization or REA all information and details regarding any other program in which I have participated or expect to participate that is: (a) substantively similar to the Program or provides rebates or financial incentives to homeowners for the implementation of the same Qualified Measures in respect of which I am applying to receive a Rebate under the Program; and (b) offered by any other utility, or municipal or governmental authority (each, an "**Other Program**"). For certainty, the information and details regarding any Other Program in which I participated or expect to participate includes the amount of any rebate or financial incentive that I received or expect to receive under such Other Program(s) (collectively, "**Other Incentives**"). I hereby acknowledge and agree that combined total of (i) any Rebate received from Enbridge **plus** (ii) any Other Incentives received or expected to be received under any Other Program (such sum being the "**Combined Funding**") in respect of any Qualified Measures may not exceed the actual cost incurred by me to implement such Qualified Measure. For instance, if a Participant spent \$1,500 to implement a Qualified Measure and receives or expects to receive \$500 under any Other Program, any Rebate received from Enbridge may not exceed \$1,000 for the same Qualified Measure.

6. Further Participant Acknowledgements

The Participant acknowledges and agrees that:

- (a) the Program is funded and delivered by Enbridge, and is available only to Ontario residents who primarily space-heat their homes with Enbridge-supplied natural gas at the time of their Pre-Audit and/or their Post-Audit. For greater clarity, the Participant may primarily space-heat the Participant's home with Enbridge-supplied natural gas at either (i) the Pre-Audit, (ii) the Post-Audit, or (iii) both the Pre-Audit and Post-Audit;
- (b) I will be responsible for paying out of pocket for both Audits, and Enbridge may reimburse me up to \$600 toward the combined cost of the Audits only if I successfully complete the Program by installing at least two Qualified Measures and satisfying all other Program requirements;
- (c) submission of an Application and completion and signing of these Terms and Conditions does not constitute a commitment on the part of Enbridge to award any Rebate or other financial incentive to me;
- (d) the maximum Rebate amount available to me under the Program is \$5,000 (inclusive of the \$600 that I may receive in respect of the Audits), provided that the amount of any Rebate for which I may be eligible to receive shall not exceed the total actual cost incurred by me to complete the Audits and Qualified Measures, and Enbridge may reduce the Rebate amount (and in certain circumstances request a full or partial refund of any Rebate amounts previously paid to me) to ensure that the Rebate awarded to me does not exceed the total actual cost incurred by me to complete the Audits and Qualified Measures (and, for certainty, the Rebate may be further reduced commensurate with the amount(s) of any Other Incentives received or expected to be received by me under any Other Program(s) in accordance with Section 5). For example, if the total cost incurred by me to complete the Audits and Qualified Measures is \$4,000, any Rebate awarded to me will not exceed \$4,000.
- (e) to be eligible for a Rebate, in addition to complying with all other Program requirements set out herein and in the Additional Program Eligibility Requirements, I must complete my Post-Audit within 120 days following the completion of my Pre-Audit* or by **December 31, 2025**, whichever comes first, provided that my Post-Audit must be scheduled and entered into Enbridge's tracking system by no later than **November 30, 2025**. Enbridge reserves the right to disqualify me from participating in the Program or receiving any Rebate, and permanently close my Application / Program file if I do not (i) complete a Post-Audit by the earlier of 120 days following the completion of my Pre-Audit or December 31, 2025, and (ii) schedule and enter into Enbridge's tracking system my Post-Audit by November 30, 2025;

*Note, if Participant has completed a Legacy Pre-Audit (as such term is defined in the Additional Program Eligibility Requirements), the additional requirements applicable to Legacy Pre-Audits set out in the Additional Program Eligibility Requirements shall apply.

- (f) Rebates may be awarded to eligible participants starting **January 1, 2025** until such time as Program funding has been allocated, modified, terminated or exhausted, and no Rebate can be awarded, and no payment can be made, to any participant (including to me) under the Program if Program funding is allocated, modified, terminated, exhausted or otherwise unavailable (as determined by Enbridge in its sole discretion); and
- (g) Enbridge is entitled to claim the natural gas savings arising out of the Qualified Measures that are subject to a Rebate under the Program for the purpose of reporting to the Ontario Energy Board.

7. Miscellaneous

Except as otherwise provided, these Terms and Conditions constitute the entire agreement between myself and Enbridge, in connection with its subject matter and supersede all prior representations, communications, negotiations and understandings, whether oral, written, express or implied, concerning the subject matter of these Terms and Conditions. These Terms and Conditions will be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein. These Terms and Conditions will enure to the benefit of and are binding upon Enbridge and myself and the respective successors and permitted assigns of Enbridge and myself. These Terms and Conditions will not be assigned by myself to another person. I will, from time to time, on written request by Enbridge, do all such further acts and execute and deliver or cause to be done, executed and delivered all such further things as may be reasonably required in order to fully perform and to more effectively implement these Terms and Conditions. The invalidity, unenforceability, or illegality of any provision in these Terms and Conditions will not, to the extent permitted by applicable law, affect the validity, enforceability or legality of any other provision of these Terms and Conditions, which will remain in full force and effect. The insertion of headings is for convenience of reference only and will not affect the interpretation of these Terms and Conditions. The terms "hereof", "hereunder", and similar expressions refer to these Terms and Conditions and not to any particular section or other part of these Terms and Conditions. The word "including" means "including without limitation", and the words "include" and "includes" have a corresponding meaning.