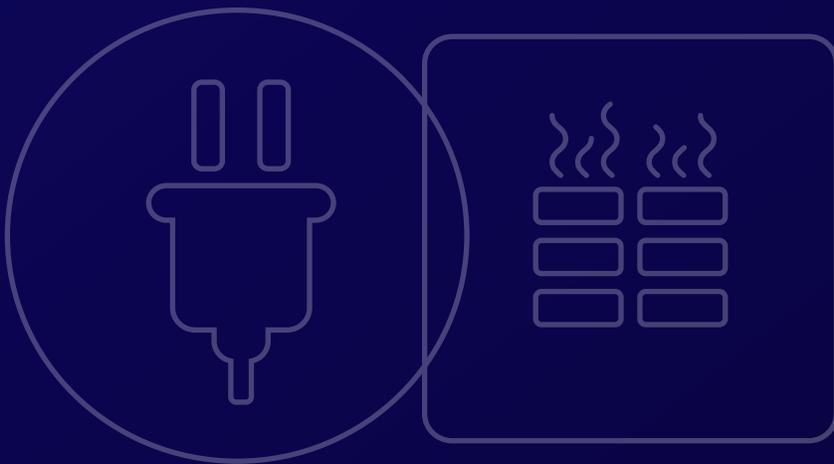


# Service Offering – Central Heating with Electric Thermal Storage

Rebate guide for the purchase and installation of  
a central heating system with electric thermal storage

For residential customers



# Table of contents

1	Description .....	3
2	Definitions.....	4
3	Eligibility criteria .....	5
3.1	Eligible installation sites .....	5
3.2	Eligible Participants .....	5
3.3	Eligible Electric Thermal Storage system.....	5
3.4	Eligible efficient heat pumps (optional) .....	6
4	Rebate on purchase and installation.....	7
5	Combining an Electric Thermal Storage system with Rate Flex D.....	7
6	Protection of personal information.....	8
7	Steps for obtaining a Rebate with purchase and installation.....	8
8	Conditions and undertakings.....	11
8.1	Requirements under the Guide.....	11
8.2	Participant's undertakings .....	11
8.3	Hydro-Québec's undertakings .....	12
8.4	Rights of Hydro-Québec .....	12
8.5	Additional information about Electric Thermal Storage systems and warranties .....	13

# 1 Description

As part of the Service Offering – Central Heating with Electric Thermal Storage (“**Service Offering**”), Hydro-Québec is providing a Rebate to eligible customers for the purchase and installation of a central heating system with Electric Thermal Storage.

A central heating Electric Thermal Storage system is fully electric and does not use Fuel. The system produces heat through electric elements and stores it in a thermal mass made from high-density ceramic bricks. The heat is stored outside Peak Periods, in other words, outside the times of day when electricity demand on Hydro-Québec’s grid is at its highest. The stored heat is then circulated throughout the house. During Peak Periods, the electric elements stop heating the thermal mass, but the system continues to heat the house using the stored heat.

This type of system can generate savings if coupled with a rate that encourages Customers to reduce their electricity consumption during Peak Periods.

To benefit from the Service Offering and obtain a Rebate for the purchase and installation of a central heating Electric Thermal Storage system, the Participant must ensure that his or her application meets all the Requirements set out in this Guide.

## **To reach us:**

To learn about the terms and conditions, [visit our web page on Electric Thermal Storage](#).

For questions about the Service Offering, call Soutien aux clients et aux partenaires (customer and partner support) at **514 385-7252**.

## 2 Definitions

In this Guide and in all documents produced by Hydro-Québec concerning the Service Offering – Central Heating with Electric Thermal Storage, the following capitalized terms have the meanings defined below unless the context indicates otherwise.

### **Contract**

Any contract between an individual and Hydro-Québec for electricity service and delivery.

### **Customer**

An individual responsible for one or more Contracts.

### **Electric Thermal Storage**

A central heating system that stores heat, including its integrated fan, as illustrated in paragraph 3.3 of this Guide.

### **Fuel**

A fossil-based energy source that supplies a central heating system. For the purposes of the Guide, heating oil, propane and natural gas are included in this definition.

### **Guide**

This *Participant's Guide*.

### **Installer**

Company trained and authorized by Steffes and The Master Group to install eligible Electric Thermal Storage systems under the Service Offering.

### **Service Offering**

Service Offering – Central Heating with Electric Thermal Storage.

### **Participant**

A Customer who undertakes to participate in the Service Offering.

### **Peak Demand Event**

The sequence of peak hours indicated by Hydro-Québec in the peak demand event notification provided to the Customer.

### **Peak Period**

The period from 6 a.m. to 9 a.m. and from 4 p.m. to 8 p.m. during the Winter Period, not including Saturdays, Sundays, December 24, 25, 26 and 31, January 1 and 2, as well as Good Friday and Easter Monday when the latter fall within the Winter Period.

### **Rate Flex D**

Rate stipulated in [Section 9 of Chapter 2 of Hydro-Québec's Electricity Rates](#).

### **Rebate**

An amount that Hydro-Québec pays to the Participant who meets the Requirements of the Offer.

### **Requirements**

All terms, eligibility conditions and undertakings of the Participant as described in this Guide that are binding upon the Participant under the Service Offering.

### **Winter Period**

Period from December 1 of one year to March 31 of the following year, inclusive.

## 3 Eligibility criteria

### 3.1 Eligible installation sites

To be eligible for the Service Offering, the Electric Thermal Storage system covered by the application must be installed in a house that meets the following Requirements:

- > Located in the province of Québec, [in areas served by a Steffes authorized Contractor](#)
- > Owner-occupied single-family home (detached/semi-detached/row house) or a plex in which the forced-air system serves only one unit
- > Be supplied with electricity under Hydro-Québec's Rate D or DT
- > Has a forced-air central heating system
- > Has an easy-to-access basement with a concrete floor and enough space to accommodate the Electric Thermal Storage system (Installer's confirmation required prior to commencement of the work) if applicable
- > Has a communicating meter

### 3.2 Eligible Participants

To be eligible for the Service Offering, the Participant must meet all of the following criteria:

- > Owns or co-owns the house where the Electric Thermal Storage system will be installed
- > Has a Customer Space account on Hydro-Québec's website
- > Meets all Requirements set out in the Guide

In addition, a Participant who has an Electric Thermal Storage system installed and who obtains a Rebate under the Service Offering is not eligible for a second Rebate in the event that the Electric Thermal Storage system installed under the Offer is replaced.

### 3.3 Eligible Electric Thermal Storage system

To be eligible for the Offer, the Electric Thermal Storage system to be installed must meet the following criteria:

- > Steffes ETS system, model 4120 or 4210 Serenity
- > Programmed to stop powering the system's heating elements between 6 a.m. and 9 a.m., and between 4 p.m. and 8 p.m. Eastern Standard Time (winter), throughout the year
- > Installed by an Installer



### **3.4 Eligible efficient heat pumps (optional)**

Hydro-Québec is offering an additional \$5,000 Rebate to Participants who install an heat pump at the same time as an Electric Thermal Storage system. It is not possible to combine this option with any other financial assistance offer from Hydro-Québec regarding heat pumps.

To be eligible for this option, the efficient heat pump must meet the following criteria:

- > It must be a central, air-to-air split-system heat pump including the matched indoor coil and outdoor unit.
- > The complete system, including the indoor coil and outdoor unit, must be new.
- > The heat pump must meet the following requirements:
  - be certified ENERGY STAR® or be on the [list of eligible heat pumps](#) under the Efficient Heat Pump Program (Please disregard the financial assistance indicated in this list.)
  - be installed at the same time as the Electric Thermal Storage system
  - have been purchased in Québec.
  - have been installed in a dwelling that is eligible for the Service Offering.

#### **3.4.1 Eligible work for the heat pump**

To be eligible, the work must meet the following requirements:

- > The work must involve the complete installation of an air-source heat pump, for heating and air-conditioning purposes.
- > The work must be conducted by a contractor listed on the Registraire des entreprises du Québec that has the appropriate licences issued by the Régie du bâtiment du Québec (RBQ) based on the work required and that is a member of the professional body associated with the activity sector in question.

#### **3.4.2 Ineligible work for the heat pump**

- > The replacement of a single coil or unit will under no circumstances be considered eligible for financial assistance.

## 4 Rebate on purchase and installation

Upon purchase and installation of an Electric Thermal Storage system, Hydro-Québec will pay a **\$10,000 Rebate** to the Participant.

In addition, if the Participant opts to purchase and install a central heat pump (that respects terms and conditions 3.4 of this Guide) at the same time as an Electric Thermal Storage system, Hydro-Québec will give the Participant an **additional Rebate of \$5,000**.

Hydro-Québec will send the Rebate to the Participant after the system is installed and the various steps of the participation process are complete, on condition that the Participant meets all Requirements of the Service Offering.

You may qualify for other subsidies if you replace a central heating system that currently runs on Fuel. [Visit the website of Transition énergétique Québec](#) to learn more about the Chauffez vert program and its eligibility criteria.

This offer expires on June 30, 2023.

## 5 Combining an Electric Thermal Storage system with Rate Flex D

To fully benefit from the savings offered by Central Heating with Electric Thermal Storage, we recommend that the Participant sign up for Hydro-Québec's Rate Flex D. Note that only a participant responsible for the electricity service contract at the location where the Electric Thermal Storage system was installed can sign up for Rate Flex D.

Rate Flex D is a dynamic rate that can save you approximately \$200 to \$300, if not more, every year on your electricity bill in comparison with the base rate (Rate D), when coupled with a central heating Electric Thermal Storage system.

Rate Flex D is lower than the base rate (Rate D) in winter, except during Peak Demand Events, when it's more expensive. However, the Electric Thermal Storage system is programmed (with no effort on your part) not to use the electric heating elements of your central heating system during Peak Demand Events.

To maximize your savings with Rate Flex D, it's a good idea to carefully manage your electricity consumption during Peak Demand Events. For example, you can delay using non-essential electric appliances, such as your washer, dishwasher and auxiliary heating appliances, and use less hot water.

If, on the Rebate Form, you've indicated that you would like to sign up for Rate Flex D, Hydro-Québec will set about making the change as soon as possible. However, if your request to change is submitted between November 21 and March 31, your registration will be postponed until the next sign-up period, from April 1 to November 20.

To learn more, [please visit the Rate Flex D web page](#).

## 6 Protection of personal information

Hydro-Québec is subject to the [Act respecting Access to documents held by public bodies and the Protection of personal information](#). Hydro-Québec needs the personal information it collects for the Program in order to carry out its mandate under the [Hydro-Québec Act](#). More specifically, your personal information is required to process your request to take part in the Program. The personal information you provide will be used exclusively for this purpose, and access to this information will be limited to authorized persons whose duties require access to it. If you fail to provide this information, your request for financial assistance could be refused.

To access or to correct your personal information, write to: [Responsable.Acces@hydroquebec.com](mailto:Responsable.Acces@hydroquebec.com).

To learn more about Hydro-Québec's practices regarding personal information that you provide to the company, please consult [Our Commitment to Your Privacy](#).

## 7 Steps for obtaining a Rebate with purchase and installation

To obtain a Rebate under the Service Offering, the Participant must complete each step and meet the following Requirements:

### Step 1 Review the eligibility criteria

#### Eligibility criteria

- > Live in the province of Québec, [in areas served by a Steffes authorized Contractor](#)
- > Own a single-family home (detached/semi-detached/row house) or a plex in which the forced-air system serves only one unit
- > Be the owner of the premises where the system is to be installed
- > Have a forced-air central heating system
- > Have an easy-to-access basement with a concrete floor
- > Be a Rate D or DT customer
- > Have a communicating meter
- > Have a Customer Space account on Hydro-Québec's website

## **Step 2**

### **Contact an installer**

Please contact a company on the [Steffes Authorized Contractors List](#) to make an appointment for an estimate.

Once you've chosen your Contractor, complete the [Application for Qualification](#) before work begins to ensure your eligibility for the rebate.

Email your Application for Qualification to Hydro-Québec at:  
[DEE\\_BPGI\\_Appui\\_Financier@hydro.qc.ca](mailto:DEE_BPGI_Appui_Financier@hydro.qc.ca)

**Hydro-Québec will send confirmation of your eligibility to both you and your Contractor. Hydro-Québec will process your Application for Qualification within three (3) weeks.**

## **Step 3**

### **Receive confirmation of eligibility and have your new system installed**

- > Hydro-Québec will send confirmation of eligibility to both the Participant and the Installer.
- > After you receive your confirmation, contact your Installer to set up the installation date for your new central heating Electric Thermal Storage system.
- > Decide whether you want to sign up for Rate Flex D.
- > Once the work is done, settle the bill and ask the Contractor to fill out the [Installation Certificate](#).

**Please note that no more than 12 months must elapse between your eligibility confirmation date and Hydro-Québec's receipt of the [Rebate Form](#) confirming that the work has been carried out.**

## Step 4

**Email or mail the following documents to Hydro-Québec (address below) within 12 months of receiving your confirmation of eligibility:**

- > The Rebate Form (PDF document) duly completed and signed by the Participant.  
To sign up for Rate Flex D, indicate it in the space provided in this form
- > A copy of the Installation Certificate (PDF document), duly completed and signed by the Installer
- > A copy of the invoice attesting to the purchase and installation of a central heating Electric Thermal Storage system and an eligible efficient heat pump (optional) and including the following:
  - Invoice number
  - Installation address
  - Installation date
  - Installer's name
  - Installer's GST/QST numbers
  - Make and model of the Electric Thermal Storage unit (and the heat pump, if applicable)
- > A photo of the heat pump and the label containing the device's model number (if a heat pump has been installed)
- > Proof of payment (e.g., "PAID" marked on the bill)

Please note that purchase orders and delivery slips will not be accepted in place of an invoice.

Send your documents by email to: [DEE\\_BPGI\\_Appui\\_Financier@hydro.qc.ca](mailto:DEE_BPGI_Appui_Financier@hydro.qc.ca)

### **Relevé 27 — Paiements du gouvernement [RL-27 slip: government payments]**

Hydro-Québec must produce a Relevé 27 — Paiements du gouvernement [RL-27 slip: government payments] if the individual, company or partnership to whom it is paying the financial assistance receives it as part of the operations of a company or a property. A landlord is considered to earn property income for any apartment that they do not live in.

**In order to produce a Relevé 27 [RL-27 slip], Hydro-Québec needs one of the following identification numbers: 1) your Québec enterprise number (NEQ); 2) your QST number or 3) your social insurance number (SIN).** Please note that you must provide one of these identification numbers in order to receive financial assistance.

### **Social insurance number (SIN)**

In order to protect personal information, if the Participant chooses to provide your social insurance number (SIN) in the [Rebate Form](#), they will receive an email from Hydro-Québec telling them how to send it in.

### **Step 5**

**Receive from Hydro-Québec a \$10,000 Rebate for the purchase and the installation of the Electric Thermal Storage system and a \$5,000 Rebate for the purchase and the installation of the heat pump (optional) and sign up for our new Rate Flex D (recommended).**

If the Participant meets all of the Requirements, they will receive the Rebate after Hydro-Québec processes the application and confirms it is complete, duly signed and accompanied by the requested documents.

If, on the Rebate Form, the Participant has indicated that they would like to sign up for Rate Flex D, Hydro-Québec will set about making the change as soon as possible. The enrollment period for Rate Flex D is from April 1 to November 20. Please note that Rate DT (dual-energy) customers who switch to Rate Flex D may also need to have their meters changed.

## **8 Conditions and undertakings**

### **8.1 Requirements under the Guide**

The applicable Requirements are those in effect under the Participant's Guide on the date indicated in Hydro-Québec's confirmation of eligibility.

### **8.2 Participant's undertakings**

The Participant undertakes to:

- > Guarantee the use and maintenance of the central heating Electric Thermal Storage system, as well as the programming parameters described in paragraph 3.3 of this Guide, for a period of two years following installation of the Electric Thermal Storage system.
- > Advise any person who acquires the house in which the Electric Thermal Storage system has been installed that the Participant has benefited from the Service Offering.
- > Stay informed of updates to the Requirements of the Service Offering, which can be found on Hydro-Québec's website.
- > Indemnify and hold harmless Hydro-Québec from and against any claim or damage that may arise directly or indirectly from the Service Offering including, without limitation, the purchase and/or installation of the Electric Thermal Storage system.
- > Comply with all laws and regulations that apply in Québec.
- > Acknowledge that Hydro-Québec may modify the Requirements of the Service Offering without notice, and in particular the Requirements stipulated in this Guide.

- > Allow Hydro-Québec to inspect the location where the Electric Thermal Storage system covered by the application has been installed so that Hydro-Québec can ensure that all Requirements of the Service Offering have been met.
- > Refrain from submitting another Rebate Form under the Service Offering in the event that the Electric Thermal Storage system for which the Participant has already received a Rebate is replaced.
- > Complete an anonymous Hydro-Québec survey about the Service Offering and installation of the Electric Thermal Storage system.

The Participant also acknowledges the following:

- > The Participant has full responsibility for the selection, purchase and installation of the Electric Thermal Storage system.
- > The Participant is required to recycle or dispose of the heating system that he or she is replacing under the Service Offering in an eco-friendly way.
- > Hydro-Québec may demand repayment of or cancel the Rebate, in whole or in part, if the Participant:
  - Does not meet the Requirements of the Service Offering.
  - Makes a false statement to Hydro-Québec.
  - Owes money to Hydro-Québec.
  - Does not comply with Hydro-Québec's [Conditions of Service](#).

### 8.3 Hydro-Québec's undertakings

Hydro-Québec undertakes to issue the Rebate to the Participant, on condition that the Participant meets all of the Requirements set out in the Guide.

In the event that Hydro-Québec modifies the Requirements of the Service Offering or terminates the Offer, it will only process *Rebate Forms* concerning Electric Thermal Storage systems for which an *Application for Qualification* has been received prior to the coming into force of the modifications or the end date of the Service Offering, as the case may be.

### 8.4 Rights of Hydro-Québec

Hydro-Québec reserves the right to:

- > Inspect the location where the Electric Thermal Storage system covered by the *Rebate Form* has been installed, either before or after issuing the Rebate.
 

*Note: If, as a result of this inspection, Hydro-Québec determines that the heating system with Electric Thermal Storage and/or its installation is not consistent with the documents submitted and the Requirements of the Service Offering, it reserves the right to review or cancel the Rebate.*
- > Refuse any *Application for Qualification* and/or Rebate Form or other document that does not meet the Requirements of the Service Offering.
- > End the Offer at any time and modify the Requirements without notification.
- > Deduct and set off, from the Rebate, any amount the Participant may owe to Hydro-Québec, including, without limitation, the amount of any outstanding bill or any deposit that the Participant has not provided to Hydro-Québec despite a request to do so.

## **8.5 Additional information about Electric Thermal Storage systems and warranties**

- > Warranties on Electric Thermal Storage systems are limited to those offered by the manufacturers and Installers.
- > Hydro-Québec provides no representation concerning the Electric Thermal Storage systems and their installation. It offers no contractual or legal warranty and is not liable for any damage or prejudice in connection with the Electric Thermal Storage systems purchased and/or installed under the Offer.
- > Hydro-Québec does not guarantee any savings or other advantages relating to the use of the Electric Thermal Storage system. The Participant understands that the purpose of an Electric Thermal Storage system is to make it easier to postpone energy consumption to a later date through storage as opposed to reducing energy consumption.