

PARTICIPANT'S GUIDE FOR RESIDENTIAL CUSTOMERS

LogisVert Efficient Homes Program

Financial assistance to implement
energy efficiency measures

Residential sector



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1 Description of the LogisVert Efficient Homes Program

Hydro-Québec is committed to playing an active role in Québec's energy transition. To encourage its residential customers to use our collective resources wisely and implement energy efficiency measures, it created the LogisVert Efficient Homes Program. This guide details the terms and conditions of the financial assistance available through the Program.

2 Eligibility criteria

To obtain financial assistance, you must ensure your application meets all the requirements set out in this guide and its relevant appendices.

The terms and conditions are subject to change, and it is your responsibility to verify those that apply before implementing any measures.

2.1 Eligible participants

The Program is open to owners of eligible homes and tenants.

2.2 Eligible homes

The measures must be implemented in one of the following types of eligible homes:

- > House
 - Single-family
 - Semi-detached
 - Row house
 - Mobile home
 - Four-season cottage
- > Condo (owner's premises)
- > Multiplex
- > Residential building with no more than 19 units
- > Apartment in a residential building with 20 units or more that receives electricity through its own meter, provided the measures are implemented in the home by the owner. Work and installations in common areas are not eligible under the LogisVert Efficient Homes Program. However, they may be eligible under Hydro-Québec's [Efficient Solutions Program](#).

To be eligible, the home must meet the following criteria:

- > It must be located in Québec.
- > It must be a residential dwelling.
- > Its construction must be completed.
- > It must be suitable for year-round living.
- > It must be supplied with electricity by one of the following systems:
 - Hydro-Québec's system through an electricity service contract
 - [Off-grid system](#)
 - [Municipal or cooperative system](#)

2.3 List of eligible measures

The following table lists the eligible measures by type of home. Some measures include several elements. To receive financial assistance for a measure, you must have implemented all of its elements (e.g., roof insulation and caulking work). See the relevant appendices for more information.

All work must have been carried out on or after January 1, 2023.

Measure	House	Condo	Multiplex	Residential building with no more than 19 units	Residential building with 20 units or more
Roof insulation and caulking work*	x				
Induction range	x	x	x	x	x
Heat-pump dryer	x	x	x	x	x
Efficient heat pump	x	x	x	x	x
High-efficiency heat pump and caulking work*	x				
Efficient pool pump and solar pool heating system (solar collectors)	x			x	

*These two measures cannot be combined.

If you are a tenant, you are eligible to receive financial assistance for the purchase and installation of an induction range and/or a heat-pump dryer.

2.4 Bonus financing

The following table lists the bonus financing available under the LogisVert Efficient Homes Program. Bonus financing is added to the total amount of financial assistance granted.

	House	Condo	Multiplex	Residential building with no more than 19 units	Residential building with 20 units or more
Bonus financing for multiple measures	x	x	x	x	x
Bonus financing for energy management	x	x			

2.4.1 Bonus financing for multiple measures

By filing a single application for financial assistance for several different measures, you can increase the amount of financial assistance you receive. For example, if you plan to implement several measures in the same home within a nine-month period, you will benefit from combining all your applications for financial assistance into a single application. You may be eligible for bonus financing for multiple measures. See the appendix [Bonus financing for multiple measures](#) in this guide for more information.

Bonus financing applies to the total amount of financial assistance granted.

2.4.2 Bonus financing for energy management

As the owner of a house or condo or as a tenant, you may receive bonus financing if you have a three-year commitment with Services Hilo inc. at the home for which you are seeking financial assistance.

You will receive bonus financing every time you apply for financial assistance for the address for which you are enrolled. See the appendix [Bonus financing for energy management](#) in this guide for more information.

2.5 Application deadline

The application for financial assistance must be filed with Hydro-Québec no later than nine (9) months following the date at which the measure is implemented. If the measures were implemented in 2023, you must send in your application before September 30, 2024.

When you include multiple measures on the same application, the nine-month period begins on the date on which the first measure is implemented.

2.6 Recipient of the financial assistance

If you are the owner, you must ensure the first and last name on the invoices are listed on your proof of homeownership. The financial assistance will only be paid to the person who owns the eligible home.

If you are a tenant applying for financial assistance, you must ensure that your first and last name and address appear on the invoices and the application for financial assistance. The financial assistance will be paid to the person who applied for financial assistance.

2.7 Maximum amount of financial assistance

Financial assistance cannot exceed 100% of the purchase and installation costs of the equipment up to a maximum of \$250,000 per home over the duration of the program.

3 Steps to apply for financial assistance

Step 1

Creation of your participation profile and online application for financial assistance

To create or access your participation profile, go to the Program portal at www.logisvert.ca. From your profile, fill out the online application for financial assistance for an eligible home and provide the required supporting documents. Information on the documents required is available in the appendices on the measure(s) you implemented in the home covered by your application, as well as in the appendices on bonus financing. The information on the invoices must show that they have been paid.

Applications for financial assistance received by email or mail will not be processed.

Step 2

Assessment of the application for financial assistance and measures related to the Relevé 27 (RL-27 slip)

Go to your participation profile to follow up on the process to assess your application for financial assistance. If your application is incomplete or ineligible, we will contact you by email or by phone within approximately 20 business days following the receipt of your application for financial assistance to inform you of the situation.

The processing time is 10 to 12 weeks. It is calculated from the date on which the compliance check was completed (see Step 3).

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.

To receive the financial assistance and for Hydro-Québec to produce a Relevé 27 (RL-27 tax slip), one of the following is required: 1) Québec enterprise number (NEQ), 2) GST number or 3) social insurance number (SIN).

Social insurance number (SIN)

To protect your personal information, Hydro-Québec will send you an email with the instructions to securely enter your SIN. When your eligibility is confirmed, you will receive a notification to sign in to your participation profile.

Step 3

Compliance verification

Hydro-Québec may contact you to make an appointment to visit the home for which you applied for financial assistance and ensure the compliance of the energy efficiency measures that were implemented. You may also be asked to provide additional documents.

Step 4

Payment of the financial assistance

If your application is deemed eligible and you have provided all the necessary information, your application will be considered complete. You will receive the financial assistance by mail at the mailing address provided in your application for financial assistance.

Advise the LogisVert Program support team at 1 833 396-1888 of any change of address.

Filing an incomplete application for financial assistance could lead to processing delays that may exceed 12 weeks.

4 Conditions and undertakings

4.1 Your commitments

You must ensure the application for financial assistance and all the documents provided to Hydro-Québec are true and accurate.

Should Hydro-Québec require additional proof and documents attesting to the completion of the work and the purchase and installation of the equipment, you agree to provide them.

In the six months following the filing of your application for financial assistance, you must provide Hydro-Québec with access to the home to verify the implementation of the measures detailed in the application for financial assistance.

If your application for financial assistance is approved, you agree not to file any other application for financial assistance with Hydro-Québec or with any other government agency for the measures listed in your application to the LogisVert Efficient Homes Program.

You agree to repay Hydro-Québec any amount of financial assistance received in excess in the event of a calculation error, if the eligibility criteria were not met, if you made a false declaration or if you received financial assistance to which you were not entitled from another government agency or from Hydro-Québec for the same equipment. The repayment must be made by the deadline specified in the notice you receive.

You must ensure the equipment you purchase is eligible under the Program and that any company hired to carry out work complies with all applicable requirements. Hydro-Québec is not responsible for the choice of equipment or company or for the installation work.

You agree to comply with all applicable laws and regulations related to the purchase and installation of equipment, including environmental quality and protection laws and regulations.

4.2 Hydro-Québec's rights and limited liability

Hydro-Québec reserves the right to end or amend the Program at any time without notice.

Hydro-Québec reserves the right to interpret the terms and conditions of the Program.

Hydro-Québec reserves the right to refuse your application for financial assistance or require the repayment of the financial assistance if your application does not meet Program requirements or does not comply with the laws and regulations that apply in Québec. Hydro-Québec may also require the repayment of the financial assistance if you received an amount in excess, if you made a false declaration or if you received financial assistance to which you were not entitled from another government agency or from Hydro-Québec for the same equipment.

Hydro-Québec cannot be held liable for any damage or harm arising from the Program or your participation in the Program or from processing times that are longer than expected.

Hydro-Québec may require additional proof if the information submitted does not meet the requirements detailed in this guide, as well as additional documents attesting to the completion of the work and the purchase and installation of the equipment.

Hydro-Québec is only required to provide the participant with the financial assistance it approved under the Program.

5 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*. The personal information Hydro-Québec collects in this portal when you create a participation profile or file an application for financial assistance is necessary to the exercise of its functions under the *Hydro-Québec Act*. More specifically, the personal information enables Hydro-Québec to process your application to its energy efficiency program, including the creation of your participation profile and the evaluation of your application for financial assistance. The personal information you provided will be used for this purpose and handled in accordance with our privacy policy [Our Commitment to Your Privacy](#). This information will be accessible only to authorized individuals whose duties require access to the information. If you fail to provide this information, your request for financial assistance may be denied. To access or correct your personal information, go to your participation profile or call the LogisVert Efficient Homes Program support team at 1 833 396-1888.

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

If you need further information to fill out this form, please call the LogisVert Efficient Homes Program support team at 1 833 396-1888 (toll-free).

Appendix I – Measures

Roof insulation and caulking work

The following conditions must be met to qualify for financial assistance.

Eligibility

Eligible home

House (single-family, semi-detached, row house, mobile home, four-season cottage) that uses electricity as the main heating source.

This measure can only be implemented once in each home.

Conditions

Eligible measure

For your request for financial assistance to be eligible, the measure must have been implemented and must meet the following conditions:

Roof insulation

- > An insulating material must be installed to ensure that the roof's thermal resistance reaches an RSI of at least 8.8 (R 50).
- > The entire surface of the roof must be insulated with fiberglass wool or an equivalent insulating material.

Caulking

The caulking work is designed to improve the home's airtightness and reduce air leaks.

Eligible work

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

Roof insulation

- > The work must be carried out using materials that do not pose a health hazard.
- > The contractor that conducts the work must be listed on the Registraire des entreprises du Québec and have the appropriate licences issued by the Régie du bâtiment du Québec (RBQ) based on the work required.

Caulking

- > The work must involve caulking windows, exterior doors and patio doors, the attic hatch and ceiling lights, exhaust fans (e.g., kitchen range hoods), electrical outlets, fixtures, the fireplace, if applicable, and any other areas with air leaks.
- > The contractor that conducts the work must be listed on the Registraire des entreprises du Québec and have the appropriate licences issued by the Régie du bâtiment du Québec (RBQ) based on the work required.

Financial assistance

Hydro-Québec provides financial assistance in the amount of \$1500 for roof insulation and caulking work when all Program requirements are met.

Required documents and information

You must provide all required documents and ensure they contain the requested information.

Proof of homeownership

An electronic copy of your municipal property tax bill OR of the first page of your deed of sale.

If you are a member of an Indigenous community, you must provide a copy of the electricity bill issued to the person filing the application for financial assistance or a copy of the letter confirming homeownership signed by the band council representative.

Proof of purchase and installation

An electronic copy of the invoices for the roof insulation and caulking work.

Roof insulation

The invoice must include the following information:

- > Invoice number and date
- > Installation date
- > Customer's name
- > Address where roof insulation work took place
- > Company's name
- > RBQ licence of the company that carried out the insulation work
- > Company's GST/QST numbers
- > Description of work carried out, the material used and the roof's new thermal resistance in RSI or R
- > Cost of work

Caulking

The invoice must include the following information:

- > Invoice number and date
- > Installation date
- > Customer's name
- > Address where caulking work took place
- > Company's name
- > RBQ licence of the company that carried out the caulking work
- > Company's GST/QST numbers
- > Description of caulking work carried out
- > Cost of work

Induction range

The following conditions must be met to qualify for financial assistance.

Eligibility

Eligible homes

- > House (single-family, semi-detached, row house, mobile home, four-season cottage)
- > Condo
- > Multiplex
- > Residential building with no more than 19 units
- > Residential building with 20 units or more (apartment)

Tenants are eligible.

Conditions

Eligible measure

For your request for financial assistance to be eligible, the measure must have been implemented and must meet the following conditions:

- > Only one range per address is eligible for the Program.
- > The range must meet the following requirements:
 - It must include at least four induction elements and a forced convection oven.
 - It must be new.
 - It must have been purchased in Québec.
 - It must have been installed in an eligible home.

Financial assistance

Hydro-Québec provides financial assistance in the amount of \$250 for the purchase and installation of an induction range when all Program requirements are met.

Required documents and information

You must provide all required documents and ensure they contain the requested information.

Proof of homeownership

An electronic copy of your municipal property tax bill OR of the first page of your deed of sale.

If you are a member of an Indigenous community, you must provide a copy of the electricity bill issued to the person filing the application for financial assistance or a copy of the letter confirming homeownership signed by the band council representative.

Tenants are not required to provide proof of homeownership.

Proof of purchase

An electronic copy of the invoice for the purchase of the induction range and the delivery slip.

These documents must include the following information:

- > Invoice number and date
- > Delivery date
- > Customer's name
- > Delivery address of the induction range
- > Retailer's name
- > Retailer's GST/QST numbers
- > Make and model number of the induction range
- > Serial number of the induction range
- > Product description indicating that it is an induction range
- > Purchase cost

Photo

A clear picture of the induction range installed in the eligible home.

Heat-pump dryer

The following conditions must be met to qualify for financial assistance.

Eligibility

Eligible homes

- > House (single-family, semi-detached, row house, mobile home, four-season cottage)
- > Condo
- > Multiplex
- > Residential building with no more than 19 units
- > Residential building with 20 units or more (apartment)

Tenants are eligible.

Conditions

Eligible measure

For your request for financial assistance to be eligible, the measure must have been implemented and must meet the following conditions:

- > Only one heat-pump dryer per address is eligible for the Program.
- > The dryer must meet the following requirements:
 - It must not be a dryer that has an exhaust vent.
 - It may be combined with a washer (combination washer-dryer or stacked washer-dryer).
 - It must be new.
 - It must have been purchased in Québec.
 - It must have been installed in an eligible home.

Financial assistance

Hydro-Québec provides financial assistance in the amount of \$250 for the purchase and installation of a heat-pump dryer when all Program requirements are met.

Required documents and information

You must provide all required documents and ensure they contain the requested information.

Proof of homeownership

An electronic copy of your municipal property tax bill OR of the first page of your deed of sale.

If you are a member of an Indigenous community, you must provide a copy of the electricity bill issued to the person filing the application for financial assistance or a copy of the letter confirming homeownership signed by the band council representative.

Tenants are not required to provide proof of homeownership.

Proof of purchase and installation

An electronic copy of the invoice provided for the purchase of the heat-pump dryer and the delivery slip.

The invoice must include the following information:

- > Invoice number and date
- > Delivery date
- > Customer's name
- > Delivery address of the heat-pump dryer
- > Retailer's name
- > Retailer's GST/QST numbers
- > Make and model number of the heat-pump dryer
- > Serial number of the heat-pump dryer
- > Product description indicating that it is a heat-pump dryer
- > Purchase cost

Photo

A clear picture of the heat-pump dryer installed in the eligible home.

Efficient heat pump

The following conditions must be met to qualify for financial assistance.

Eligibility

Eligible homes

- > House (single-family, semi-detached, row house, mobile home, four-season cottage)
- > Condo
- > Multiplex
- > Residential building with no more than 19 units
- > Residential building with 20 units or more (apartment)

Conditions

Eligible measure

For your request for financial assistance to be eligible, the measure must have been implemented and must meet the following conditions:

- > The complete system per housing unit may include:
 - A central, air-to-air split-system heat pump that includes one indoor unit and one outdoor unit or
 - A wall-mounted, air-to-air mini-split heat pump that includes one or more indoor units and one outdoor unit.
- > The complete system, including the outdoor unit and the indoor unit(s), must meet the following requirements:
 - It must be new.
 - It must be on the [Program's list of eligible heat pumps](#).
 - It must have been purchased in Québec.
 - It must have been installed in an eligible home.

Eligible work

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

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

Ineligible work

The following work is not eligible:

- > The installation of indoor units, including the air distribution system, outside the home's insulated areas, that is, outside the habitable spaces (e.g., in the attic or roof space)
- > The replacement of a single coil or indoor or outdoor unit
- > The replacement of a heat pump following an equipment failure, whether or not covered by a warranty.

Financial assistance

Hydro-Québec provides financial assistance for the purchase and installation of an efficient heat pump when all Program requirements are met. The financial assistance is indicated in the list of products eligible for this measure.

Required documents and information

You must provide all required documents and ensure they contain the requested information.

Proof of homeownership

An electronic copy of your municipal property tax bill OR of the first page of your deed of sale.

If you are a member of an Indigenous community, you must provide a copy of the electricity bill issued to the person filing the application for financial assistance or a copy of the letter confirming homeownership signed by the band council representative.

Proof of purchase and installation

An electronic copy of the invoice(s) provided for the purchase of the eligible efficient heat pump and the installation work.

The invoice(s) must include the following information:

- > Invoice number and date
- > Installation date
- > Customer's name
- > Installation address of the eligible efficient heat pump
- > Company's name
- > Company's GST/QST numbers
- > RBQ licence number of the company that installed the efficient heat pump
- > Description of the product and the eligible work
- > AHRI number
- > Serial number of the efficient heat pump
- > Cost of work

Photo

Clear picture of the nameplate indicating the model number and the serial number of each outdoor unit of the efficient heat pump.

High-efficiency heat pump and caulking work

The following conditions must be met to qualify for financial assistance.

Eligibility

Eligible home

House (single-family, semi-detached, row house, mobile home, four-season cottage)

This measure can only be implemented once per eligible home.

Only one high-efficiency heat pump is eligible under this measure. Additional heat pumps could be eligible under the Efficient heat pump measure.

Conditions

Eligible measure

For your request for financial assistance to be eligible, the measure must have been implemented and must meet the following conditions:

High-efficiency heat pump

- > The complete system per home may include:
 - A central air-to-air split-system heat pump that includes one indoor unit and one outdoor unit
 - or
 - A wall-mounted, air-to-air mini-split heat pump that includes one or more indoor units and one outdoor unit.
- > The complete system, including the outdoor unit and the indoor unit(s), must meet the following requirements:
 - It must be new.
 - It must be on the [Program's list of high-efficiency heat pumps](#).
 - It must have been purchased in Québec.
 - It must have been installed in an eligible home.

Caulking work

To be eligible, the caulking work must improve the home's airtightness and reduce air leaks.

Eligible work

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

High-efficiency heat pump

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

Caulking work

- > The work must involve caulking windows, exterior doors and patio doors, the attic hatch and ceiling lights, exhaust fans (e.g., kitchen range hoods), electrical outlets, fixtures, the fireplace, if applicable, and any other areas with air leaks.
- > The company that conducts the work must be listed on the Registraire des entreprises du Québec and have the appropriate licences issued by the Régie du bâtiment du Québec (RBQ) based on the work required.

Ineligible work

The following work is not eligible:

High-efficiency heat pump

- > The installation of indoor units, including the air distribution system, outside the home's insulated areas, that is, outside the habitable spaces (e.g., in the attic or roof space)
- > The replacement of a single coil or indoor or outdoor unit
- > The replacement of a heat pump following an equipment failure, whether or not covered by a warranty.

Financial assistance

Hydro-Québec provides financial assistance in the amount of \$140 per 1,000 BTU/h at -8°C for the purchase and installation of a high-efficiency heat pump, including caulking work, when all Program requirements are met.

Required documents and information

You must provide all required documents and ensure they contain the requested information.

Proof of homeownership

An electronic copy of your municipal property tax bill OR of the first page of your deed of sale.

If you are a member of an Indigenous community, you must provide a copy of the electricity bill issued to the person filing the application for financial assistance or a copy of the letter confirming homeownership signed by the band council representative.

Proof of purchase and installation

An electronic copy of the invoice provided for the purchase of the eligible high-efficiency heat pump and the invoices for the installation and caulking work.

High-efficiency heat pump

The invoice(s) must include the following information:

- > Invoice number and date
- > Installation date
- > Customer's name
- > Installation address of the eligible heat pump
- > Company's name
- > RBQ licence number of the company that installed the heat pump
- > Company's GST/QST numbers
- > Description of the product and the eligible work
- > AHRI number
- > Serial number of the heat pump
- > Cost of work

Caulking work

The invoice must include the following information:

- > Invoice number and date
- > Installation date
- > Customer's name
- > Address of home where caulking work was carried out
- > Company's name
- > RBQ licence number of the company that carried out the caulking work
- > Company's GST/QST numbers
- > Description of caulking work
- > Cost of work

Photo**High-efficiency heat pump**

Clear picture of the nameplate on the outdoor unit indicating the model number and the serial number of the high-efficiency heat pump

Efficient pool pump and solar pool heating system (solar collectors)

The following conditions must be met to qualify for financial assistance.

Eligibility

Eligible homes

- > House (single-family, semi-detached, row house, mobile home, four-season cottage)
- > Residential building with no more than 19 units

Conditions

Eligible measure

For your request for financial assistance to be eligible, the measure must have been implemented and must meet the following conditions:

Efficient pool pump

- > Only one efficient pool pump per home is eligible under the Program.
- > The efficient pump must meet the following requirements:
 - It must have more than one speed (two-speed or variable-speed model).
 - It must be new.
 - It must have been purchased in Québec.
 - It must have been installed at the address of an eligible home.

Solar pool heating system (solar collectors)

- > The solar pool heating system (solar collectors) must be connected to the pool's water heating circuit. Only one solar pool heating system (solar collectors) per home is eligible under the Program.
- > The solar pool heating system (solar collectors) must meet the following requirements:
 - It must be new.
 - It must have been installed at the address of an eligible home.

Eligible work

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

Efficient pool pump

The work must involve the complete installation of an efficient pool pump.

Solar pool heating system (solar collectors)

The work must involve installing the solar pool heating system (solar collectors) and connecting them to the pool's water heating circuit.

Financial assistance

Hydro-Québec provides financial assistance in the amount of \$300 per eligible home for the purchase and installation of an efficient pump and solar pool heating system (solar collectors) when all Program requirements are met.

Required documents and information

You must provide all required documents and ensure they contain the requested information.

Proof of homeownership

An electronic copy of your municipal property tax bill OR of the first page of your deed of sale.

If you are a member of an Indigenous community, you must provide a copy of the electricity bill issued to the person filing the application for financial assistance or a copy of the letter confirming homeownership signed by the band council representative.

Proof of purchase and installation

An electronic copy of the invoices for the purchase of the efficient pool pump and solar pool heating system (solar collectors).

Efficient pool pump

The invoice must include the following information:

- > Invoice number and date
- > Customer's name
- > Installation address of the efficient pool pump
- > Retailer's name
- > Retailer's GST/QST numbers
- > Description of the product indicating whether it is a two-speed or variable-speed model
- > Cost of work

Solar pool heating system (solar collectors)

The invoice must include the following information:

- > Invoice number and date
- > Customer's name
- > Installation address of the solar pool heating system (solar collectors)
- > Retailer's name
- > Retailer's GST/QST numbers
- > Description of the product indicating that it refers to a solar pool heating system (solar collectors)
- > Cost of work

Photos

Efficient pool pump

- > Clear picture of the efficient pump installed
- > Clear picture of the nameplate of the pump motor

Solar pool heating system (solar collectors)

- > Picture of the solar pool heating system (solar collectors) installed
- > Picture of the connection to the pool's water heating circuit

Appendix II – Bonus financing

Bonus financing for multiple measures

Multiple measures

The following conditions must be met to qualify for bonus financing.

Eligibility

Eligible homes

- > House (single-family, semi-detached, row house, mobile home, four-season cottage)
- > Condo
- > Multiplex
- > Residential building with no more than 19 units
- > Residential building with 20 units or more (apartment)

Tenants are eligible.

Conditions

Bonus financing eligibility

Bonus financing is based on the total amount granted in financial assistance for eligible requests under the Program. To be eligible for bonus financing, the eligible person must have submitted at least two different eligible measures in a single request for financial assistance.

The measures submitted must be eligible to qualify for bonus financing. If, upon validation by Hydro-Québec, only one measure is approved for financial assistance, bonus financing will not be offered.

Financial assistance

Bonus financing for multiple measures applies to two or more measures and is equal to 5% of the total amount of financial assistance granted when all Program requirements are met.

Bonus financing for energy management

Hilo customers

The following conditions must be met to qualify for bonus financing.

Eligibility

Eligible homes

- > House (single-family, semi-detached, row house, mobile home, four-season cottage)
- > Condo

Tenants are eligible.

Conditions

Bonus financing eligibility

Bonus financing is based on the total amount granted in financial assistance for eligible requests under the Program. To be eligible for bonus financing, the eligible person must have a three-year commitment with Services Hilo inc. at the time that the financial assistance request is processed.

Should you terminate your commitment with Services Hilo inc. before the minimum duration of three years, you will be required to repay the bonus financing to Hydro-Québec, prorated to the participation period.

Financial assistance

The bonus financing granted to customers who have signed a contract with Services Hilo inc. is equal to 25% of the total amount of financial assistance granted when all Program requirements are met.