

Participant's Guide
Owner-Occupants

LogisVert Efficient Homes Program for Modest-Income Households

Financial assistance to implement
energy efficiency measures

Residential sector

Version 1
May 11, 2026



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Notes to readers

For more information about the people involved in the program and their roles, please refer to the [Definitions and roles](#).

All communication related to the program will be issued under the *LogisVert Efficient Homes Program* or *LogisVert Program* trade name.

Definitions and roles

Owner-occupant

A person who confirms their interest in participating in the LogisVert Efficient Homes Program for Modest-Income Households, facilitates access to their home for the visits and installation work and uses the devices. The owner-occupant owns the property where the devices are installed, coordinates with the installer, authorizes the work, provides proof of ownership and obtains a permit or approval from the municipality if necessary.

Role: The owner-occupant commits to following the advice they receive regarding using and maintaining the installed devices.

Note: In this Participant's Guide, the term **homeowner** was used instead of owner-occupant.

Hydro-Québec

The company that provides a framework for the established terms and conditions, administers the program and coordinates communication with participants.

Role: Hydro-Québec validates the eligibility of the applications, carries out a follow-up and ensures the steps are carried out in compliance with the requirements.

Installer

An individual or corporation that is responsible for planning and carrying out the work.

Role: The installer carries out the feasibility visit, installs the devices and gives the homeowner an invoice. The invoice is paid in full by the installer, who receives financial assistance from Hydro-Québec.

Financial assistance

An amount that Hydro-Québec pays directly to the installer and that covers the purchase and installation costs (including GST and QST) of the installed devices.

LogisVert Efficient Homes Program for Modest-Income Households: What is it?

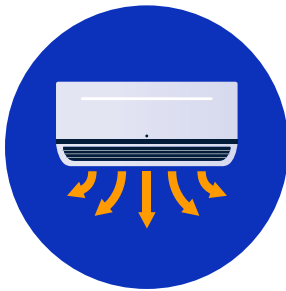
Hydro-Québec plays an important role in Québec's energy transition. To help you use less electricity, Hydro-Québec created the **LogisVert Program for Modest-Income Households**.

The program aims to provide you with electricity-saving devices at no cost and to provide support throughout the installation process. The devices will help you reduce your electricity bill while increasing your comfort and quality of life all year long.

You have very little to do because Hydro-Québec takes care of everything. The result? A simple, hassle-free installation process.

What the program provides

Hydro-Québec covers the cost of purchasing and installing the following devices:



- **High-efficiency heat pump**
The heat pump is installed at the top of a wall. It heats your home in the winter and cools it in the summer. It uses up to three times less electricity than baseboard heaters.



- **Smart thermostats**
They automatically control the temperature (baseboard heaters) in order to save energy. If you sign up for Rate Flex D, you could lower your electricity bill by about **20% in the winter**.

- Other **equipment** will be offered in the next phases of the program.

Who can participate?

The program is only offered to **homeowners with a modest income**.

What is the purpose of this guide?

This guide is intended for **homeowners** who have participated in the Éconologis program and who have been selected by Hydro-Québec. This document contains the program's terms and conditions, the eligibility criteria, the steps involved in participating in the program, the financial assistance offered and the work involved.

This guide was created to help **homeowners** better understand the program and take full advantage of everything it has to offer.

1. You are a homeowner

1.1. Who can benefit from the program?

Anyone who benefited from the Éconologis program after September 30, 2025, and who meets Hydro-Québec's eligibility criteria—see below—can participate.

Their file is automatically transferred from the Éconologis program to the Hydro-Québec program, where a final selection will be made.

Please note that Hydro-Québec can refuse to have a heat pump installed if certain technical and financial criteria are not met (for instance, if the electrical panel needs to be changed).

Income

The total income of all the people living in the home at the time of the visit by the Éconologis advisor (adults and children) must be equal to or less than the amounts below.

Maximum income thresholds (before taxes) 2026–2027

Number of people living in the home	Maximum household income
1	\$59,076
2	\$83,541
3	\$102,318
4	\$118,148
5	\$132,094
6 or more	\$144,705

Other eligibility conditions

- The home is the primary residence.
- The home's main heating system uses only baseboard heaters.
- The electricity bill is in the homeowner's name.
- The homeowner signed the consent form during the visit by the Éconologis advisor.
- A heat pump has not already been installed in the home.

1.2. What do you need to do to participate?

Step 1

Participating in the Éconologis program

To obtain a heat pump or smart thermostats at no cost, you must first participate in the **Éconologis program** or an Éconologis energy efficiency advisor must have visited your home after September 30, 2025.

The Éconologis program is designed to help modest-income households improve the comfort and energy efficiency of their homes during the winter.

The Éconologis program gives you free access to:

- Personalized advice on how to save energy
- Minor work to enhance the comfort of your home

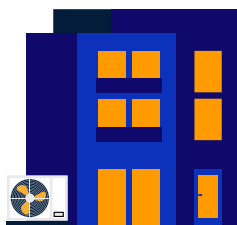
Click on the following link for more information about the Éconologis program:

<https://www.quebec.ca/en/housing-territory/heating-energy-consumption/financial-assistance-retrofits/free-services-econologis>

Visit by an Éconologis advisor:

- An advisor comes to your home.
- The advisor gives you practical tips on how to save energy.
- He or she carries out minor work at no charge to improve your comfort, for instance caulking around openings.
- The advisor gathers the necessary information so that Hydro-Québec can validate if you are eligible for the LogisVert Efficient Homes Program for Modest-Income Households and if you can obtain a heat pump or smart thermostats at no cost.

Important: The visit by an Éconologis advisor does not automatically mean that you will receive a heat pump or thermostats.



An Éconologis advisor hasn't visited you yet?

Sign up to receive free services.

To register:

- **Online:** <https://formulaire.mtess.gouv.qc.ca/en/DebuterFormulaire/380000/FRVE>
- **By phone:** 1 866 266-0008



Step 2

Checking your eligibility

After the visit by an Éconologis advisor, Hydro-Québec will confirm if you are eligible for the **LogisVert Efficient Homes Program for Modest-Income Households**.

You may be eligible for the following:

1. Installation of a heat pump.
2. Installation of smart thermostats. Please note that the Hilo service will take care of the installation and that you will be provided with customized support. Your file will be automatically transferred to Hilo.
3. Other measures may be added in the program's future phases.



Step 3

Confirming your eligibility

- You'll receive an **email** or a **call** confirming that you are eligible.
- After sending the email or making the call, Hydro-Québec will try to call you to speak to you about the program, obtain your approval for the work to be carried out at no charge and inform you of the next steps. You may call Hydro-Québec at any time at 1 833 396-1888, option 7.



Step 4

Consenting to the work

When you receive the email from Hydro-Québec, you must do the following:

- Create your profile on the LogisVert portal or log in to your existing profile.
- Confirm the information in the application.
- Submit proof of ownership.
- Provide your consent regarding the program's terms and conditions.
- Identify the resource person who will plan the work with the installer and who will be present onsite (you or your proxy holder).

Note: For more information about the steps to follow in the LogisVert portal, go to [Appendix 3 – Steps involved in submitting proof of ownership and signing consent](#).



Step 5

Planning visits with the installer

The installer will call you to organize two visits:

- 1. Feasibility visit:** The installer will verify whether the heat pump can be installed in accordance with Hydro-Québec's requirements. The installer will give you a document describing the required installation work. You will need to sign the document to authorize the work.
 - **Permit or approval from the municipality (if required):** If your municipality requires a permit or approval for the work, it is at this point that you need to obtain it. You must give this document to the installer.
- 2. Installation visit:** The heat pump is installed in the home.



Step 6

Using and maintaining the new heat pump

- The installer sends you an invoice.
- Use the heat pump to improve your comfort in the summer (air-conditioning) and in the winter (heating). The heat pump's dual benefit also leads to potential savings
- **Clean the filter regularly** to ensure the device's optimal functioning, based on the advice provided by the installer.
- You are responsible for the periodic maintenance of the heat pump. The heat pump has a 10-year warranty on parts, labour and the compressor.

Note: For more information on each step in the installation process, please refer to [Appendix 1 – Steps involved in installing a heat pump](#).

1.3. What type of heat pump is offered?

The program offers the following energy-efficient device:

Heat pump

- You are eligible for one wall-mounted heat pump.
- You will receive one **ENERGY STAR®-certified wall-mounted high-efficiency heat pump for cold climates**, which includes one indoor unit and one outdoor unit (compressor). The heat pump will heat and cool your home.
- The installer determines the location and heating output of the heat pump based on the size and configuration of the home.



1.4. What does the financial assistance entail?

The purchase and installation of the heat pump is free for homeowners (with the exception of fees related to obtaining a permit that a municipality may require from homeowners).

Once the installation is complete, the installer will send you an invoice indicating the cost to purchase and install the heat pump, including taxes.

The invoice also indicates that Hydro-Québec is providing financial assistance directly to the installer. The financial assistance covers the entire amount payable (including GST and QST). As a result, the homeowner does not owe anything to the installer.

The invoice also explicitly presents all information regarding the ownership of the heat pump and the application of the warranty.

1.5. What are your commitments as an owner-occupant?

Your commitments are as follows:

Confirming your interest

- You must confirm that you participated in the Éconologis program after September 30, 2025.
- You must confirm that you wish to participate in the program as soon as Hydro-Québec informs you of your eligibility.

Authorizing the application and the work

- **Authorize the work**, submit proof of ownership and give your consent regarding the program's terms and conditions.
 - Refer to [Appendix 3 – Steps involved in submitting proof of ownership and signing consent](#).
- **Take the necessary steps to obtain** the permit or approval from the municipality, if required, and to pay the associated fees.

Providing access and coordinating work

- **Provide access to the home and facilitate the organization of the visits with the installer:**
 - Feasibility visit
 - Installation visit
- **Proactive communication:**
 - As soon as the installer proposes times for the feasibility visit and the installation, **you must:**
 - Agree on a date and time for the visit
 - Inform the installer of any changes
- **Availability** during both planned visits:
 - Your presence is mandatory during the feasibility visit and during the installation visit during, which you'll receive advice about using and maintaining the heat pump.

Installation of the heat pump

- Ensure that the installer has enough room to install the heat pump and that the wall where the heat pump is installed is easily accessible (there can be nothing in front of the wall).
- If there is a wall-mounted air-conditioner in the home, you must agree to have the installer remove the device and replace it with a heat pump.

Heat pump maintenance

- **Conduct regular maintenance** on the heat pump. The filter of the indoor unit must be cleaned regularly: this involves rinsing the filter under water to maintain its performance (twice a year).
- **Carry out periodic maintenance and pay the associated fees** (for instance, cleaning the indoor and outdoor units every three to five years) and ensure that the warranty is applied in the event of damage to the heat pump.

Responsible use

- **Use the heat pump in accordance with manufacturing guidelines** and any accompanying documentation in order to guarantee its efficiency and safety. The installer will provide you with all the necessary explanations.

Heat pump ownership

- Recognize that the installed heat pump belongs to the homeowner.

Other commitments

- **Participate in follow-ups:** You agree to participate in surveys, studies, audits or verifications conducted by Hydro-Québec or its suppliers. Upon presentation of reasonable notice, you agree to grant access to your home to Hydro-Québec or one of its employees to verify the compliance of the work performed. You also agree that they may contact you directly by telephone or email.
- **Comply with laws and regulations:** You are required to comply with Québec laws and regulations as well as the points outlined in this guide.

2. Hydro-Québec’s rights and exclusion of liability

Hydro-Québec reserves the right to end or amend the program without notice.

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

Hydro-Québec is not responsible for the following:

- Any damage or harm associated with the program or with participating in the program. The installer is fully responsible for any damage to the participant’s property caused by their employees within the context of the work and must make any required repairs.
- Processing times that are longer than those expected.
- The after-sales service for the installed devices—the installer’s contact information is indicated on the devices.
- Implementing and applying the warranty as well as maintaining the installed devices.

Hydro-Québec cannot guarantee that the installed devices will lead to actual electricity savings.

Hydro-Québec shall not be held liable for any damage or harm arising from the installation or use of the devices or from the work performed. Hydro-Québec is not responsible for device maintenance.

If applicable, Hydro-Québec will not be responsible for any plastering or painting that may be required following the installation of the heat pump.

3. Applicable warranties for installed devices

The installer guarantees the devices (parts and labour) for a 10-year period.

In the event of a problem with a heat pump, you must contact the installer directly.

4. 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.

The personal information is collected from the Québec government following the visit by the Éconologis advisor, when you create your participation profile or apply for financial assistance on the LogisVert portal or when we communicate with you within the context of the program.

Your personal information is used by Hydro-Québec and its service providers for the following purposes:

- To process your application (e.g., to create your profile, assess your eligibility and process your applications for financial assistance)
- To offer personalized support
- To coordinate and carry out renovations, where appropriate
- To evaluate program effectiveness

- To report to the provincial and federal governments on the work carried out and support provided under the program
- To conduct research and produce statistics, namely by combining that information with data already compiled by Hydro-Québec, for instance, your electricity consumption data
à des données déjà colligées par Hydro-Québec, p. ex. vos données de consommation d'électricité.

Your personal information can also be used for the purposes indicated in [Our Commitment to Your Privacy](#).

Access to the personal information you provide is limited to individuals at Hydro-Québec whose duties require them to have access.

Your personal information may be stored outside Québec.

If you fail to provide this information, your participation in the program or your application for financial assistance could be refused.

You may send an access request or request for correction of your personal information in writing to one of Hydro-Québec's officers responsible for access to documents and protection of personal information. Their contact information is provided below:

Hydro-Québec

C.P. 10000, succ. pl. Desjardins

Tour Est, 12^e étage

Montréal (Québec) H5B 1H7

Responsable.Acces@hydroquebec.com

If you have any questions or would like to update your file, you can log in to your profile on the LogisVert portal or call the LogisVert Efficient Homes Program support team at 1 833 396-1888.

For more information about Hydro-Québec's practices regarding the personal information it collects, please refer to [Our Commitment to Your Privacy](#) available on our website.

5. Need help?

Do you need help or support? The ACEF du Nord de Montréal can help you from start to finish, no matter where you live in Québec. Call l'ACEF toll-free 1 866 260-6121. If you need help regarding your application or on how to use the LogisVert portal, please contact **Hydro-Québec**.

Installation issues

If you are not satisfied with the service provided by the installer, **call Hydro-Québec**. You can explain your situation and receive assistance.

- Phone: 1 833 396-1888, option 7
- Email: support@logisvert.ca

Problems with the heat pump

If the heat pump is not working properly or has an installation-related problem, you must **contact the installer directly**.

Important: *Hydro-Québec **does not** make repairs and **is not responsible** for any technical or maintenance-related problems you may have with the heat pump.*

Appendices

Appendix 1 – Steps involved in installing a heat pump

Hydro-Québec will contact you directly to confirm your eligibility and invite you to take the steps outlined in the following table.

A. Work authorization

Steps	Responsibilities	
	Hydro-Québec	You
1 Email confirming your eligibility	Sends you an email confirming your eligibility.	Read the <i>Participant's Guide</i> and the steps involved.
Timeframe: 3 days		
2 Confirmation of participation	Calls you to explain the program and the next steps.	Confirm your participation.
3 Authorization		Authorize the work by submitting proof of ownership in the portal and providing your consent regarding the program's terms and conditions.
Timeframe: No more than 10 days		

B. Execution of work

Steps	Responsibilities	
	Installer	You
1 Feasibility visit	<p>Calls you to plan the first visit.</p> <p>Comes to your home to take measurements and assess the work.</p>	<p>Coordinate appointments with the installer.</p> <p>Provide access to your home.</p> <p>Receive a paper document or an electronic document by email that you must sign to authorize the work.</p>
2 Confirmation of feasibility of work	<p>Contacts you to inform you of the feasibility of the installation.</p> <p>Informs you of the next steps and the need to obtain a permit (if required by the municipality).</p>	
3 Obtaining permit or approval (if required)		<p>Take the necessary steps to obtain the permit or approval from the municipality.</p> <p>Inform the installer as soon as you receive the permit and plan the installation visit.</p>
4 Installation visit	<p>Comes to your home to install the heat pump.</p> <p>Gives you practical tips on using and maintaining your heat pump. Gives you relevant documentation, such as the manufacturer's manual.</p>	<p>Provide access to your home.</p>
5 Billing	<p>Sends you the invoice.</p>	

Appendix 2 – Conditions related to suspending or closing a file

During the process, your file will be suspended or closed in the following situations.

Suspending a file

- You don't respond to the eligibility email, even after two phone calls and a reminder email.
- It is impossible to make an appointment after four attempts.
- You go away for a long period of time.
- You fail to provide the proof of ownership or your consent, even after four reminders.
- The stipulated timeframe for obtaining a permit has ended.

Closing a file

- You refuse to participate in the program.
- You refuse to provide proof of ownership.
- You miss an appointment on two occasions.
- You move during the process.
- The installer is unable to enter the home to carry out the work.
- The home does not meet the program's technical requirements.
- The work cannot be done for structural or safety reasons.
- You decide to leave the program before having a heat pump installed.
- Incorrect or misleading information is discovered in the application.
- The approval or permit (required by your municipality) is not provided.

Appendix 3 – Steps involved in submitting proof of ownership and signing consent

Once the file's eligibility is confirmed, you must submit proof of ownership and give your consent regarding the program's terms and conditions in order to authorize the work. This key step informs the installer that the file can move on to the installation step.

Step 1 Access to the portal

You'll receive an email with a link to access the portal:

- Make a note of the file number.
- Have the following information and supporting documents on hand:
 - 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
 - Your Hydro-Québec customer number
 - The name and contact information of a resource person, if necessary.
- Click on the link to access the portal.



Step 2 Create your profile

Once in the portal, take the following steps:

Enter your file number for identification purposes.

- **Log in** to your existing profile
- or
- **Create your profile:**
 - Enter your email address. A validation code will be sent to you to confirm the email address. Create a password.
 - Verify the information about the file and provide the required information.
 - Confirm that you want to have a heat pump installed in your home.
 - Attach one of the supporting documents requested in the Proof of ownership section.
 - Indicate the resource person who will be present during the work.
 - Enter your Hydro-Québec customer number or indicate if you are not a customer.



Step 3

Submitting the form

Once the proof of ownership is submitted, you must read the program's terms and conditions outlined in this guide:

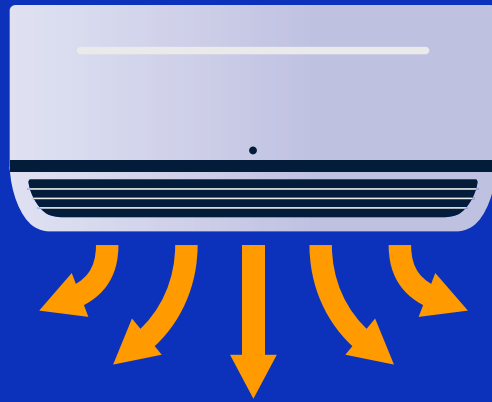
- Read this guide.
- Check each box to confirm that you understand the terms and conditions and that you give your consent.
- Click on “Terminer”.

Technical support for the online LogisVert portal

In the event of technical difficulties regarding the portal, contact the **LogisVert Program support team:**

By phone: **1 833 396-1888, option 7**

By email: support@logisvert.ca



Do you have any questions about the LogisVert Efficient Homes Program for Modest-Income Households?

Write to us at support@logisvert.ca

Thank you for participating!

When it comes to energy efficiency, every little bit helps and your participation in the LogisVert Efficient Homes Program for Modest-Income Households helps improve the overall energy landscape in Québec.

