

Participant's Guide

Efficient Heat Pump Program





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Financial assistance for the installation of an efficient heat pump

For residential customers

May 2021

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1 Description of the Efficient Heat Pump Program

Under the Efficient Heat Pump Program (the “Program”), you can easily access financial assistance when you install an efficient heat pump. Given that the eligible work and products are subject to change, you must ensure that you meet all Program conditions and requirements BEFORE beginning the work.

Contact us

For information about the Program’s terms and conditions, go to: hydroquebec.com/heat-pumps.

Should you have any questions about the Efficient Heat Pump Program, please call customer support at **1 833 396-1888** or send an email to **info@thermopompeefficace.ca**.

IMPORTANT: It will take 10 to 12 weeks to process the applications.

2 Eligibility criteria

To obtain financial assistance for the installation of an efficient heat pump, participants must ensure that their application meets all the requirements outlined in this guide.

IMPORTANT: You must submit your application for financial assistance within the six (6) months following the date on which the eligible heat pump was installed.

2.1 Eligible customers

To be eligible, a participant must be an individual or a legal entity who owns an eligible dwelling and they must submit an application in compliance with the Program's requirements.

2.2 Eligible dwellings

The different types of dwellings in which an eligible efficient heat pump may be installed are as follows:

- Single-family homes
- Semi-detached homes
- Row houses
- Mobile homes
- Multigenerational homes
- Duplex
- Triplex
- Condo unit
- Apartment in a multi-unit residential building (not eligible for Hydro-Québec Business program)

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

- It must be located in Québec.
- It must have a maximum of three storeys above ground (building's total number of floors, excluding the basement).
- It must have a maximum surface area (footprint) of 600 m².
- It must be inhabited all year long.
- It must be supplied with electricity by one of the following systems:
 - Hydro-Québec's system through an electricity service contract
 - An [eligible off-grid system](#)

- An [eligible municipal or cooperative system](#)

2.3 Efficient heat pumps and eligible work

2.3.1 Eligible efficient heat pumps

To be eligible for the Program, the efficient heat pumps must meet the following criteria:

- The complete system can be:
 - A new, central, air-to-air split-system heat pump including the matched indoor coil and outdoor unit, as well as a forced-air furnace, where appropriate
 - or
 - A new, wall-mounted, air-to-air mini-split heat pump including an indoor unit and an outdoor unit
- The complete system, including the indoor and outdoor unit(s), must be new.
- The heat pump(s) must meet the following requirements:
 - They must be included on the [list of eligible products](#).
 - They must have been purchased in Québec.
 - They must have been installed in a dwelling that is eligible for the Program.

2.3.2 Eligible work

To be eligible, the work must meet all of 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.

2.3.3 Ineligible work

The following work is ineligible for the Program:

- The indoor units and their air distribution systems must not be installed outside the insulated areas of the dwelling (for instance, in the attic or roof space).
- The replacement of a single coil or unit will under no circumstances be considered eligible for financial assistance.

2.4 Financial assistance

The financial assistance is \$50 per thousand Btus of heating output at -8°C.

Therefore:

An eligible heat pump with a heating output of 10,000 Btu/h at -8°C is eligible for financial assistance in the amount of \$500.

An eligible heat pump with a heating output of 20,000 Btu/h at -8°C is eligible for financial assistance in the amount of \$1,000.

2.5 Application submission date

The application for financial assistance must be submitted no more than six (6) months following the installation date of the efficient heat pump.

3 Steps involved in applying for financial assistance

Step 1

Gathering the necessary documents and information

IMPORTANT: Send in only the information and supporting documents requested.

- You must provide an electronic copy of your municipal tax bill OR the first page of the deed of sale (title deed) to prove that you own the home in which the work took place.
- You must also provide electronic files for the purchase invoice of the eligible efficient heat pump AND the invoice issued for the installation work. The purchase cost and the installation fee are sometimes on the same invoice. The following information must be included on the invoice(s):
 - The address where the eligible product was installed
 - The customer's name
 - The name of the supplier or contractor
 - The RBQ licence number of the contractor that carried out the work
 - The installation date
 - The description of the eligible product and work
 - The AHRI number
 - The cost of the work
- You must take photographs of the labels (see yellow box below) that indicate the model number of each indoor and outdoor unit. The model number must be legible on the photos.

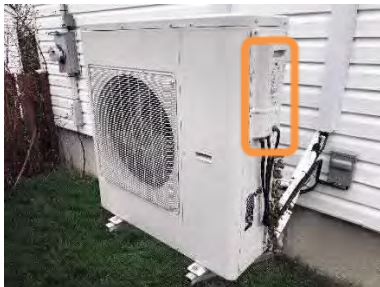


Illustration of location of the label on an outdoor unit.



Illustration of the location of the label on an indoor unit of a wall-mounted, ductless, air-to-air mini-split heat pump.



Illustration of the location of the label on an indoor unit of a central, air-to-air split-system heat pump.



Step 2

Submitting the online financial assistance application

Please fill out the [application for financial assistance](#), attach the supporting document files listed in Step 1 and submit everything online.

Applications that are mailed in or sent in by email will not be processed.

FILE SIZE

An application can include up to five (5) files or photos, of no more than 5 MB each, for a maximum of 25 MB.



Step 3

Assessment of the application and measures related to the Relevé 27 [RL-27 slip]

Assessment of the application

If your application is incomplete or ineligible, we will contact you by email or by phone within 20 business days following the receipt of your application for financial assistance to inform you of the situation.

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 your personal information, Hydro-Québec will send you an email with the procedure for providing your SIN. This email will be sent to you after the eligibility of your request has been confirmed.



Step 4

Receiving the financial assistance

If your application is deemed eligible and we have received all the necessary information, your file will be considered complete. The payment process will then be initiated. The financial assistance will be mailed to you within 10 to 12 weeks at the address you have provided. Please inform us should your address change.

4 Conditions and commitments

4.1 Participant's commitments

The participant agrees to repay, within 30 days following the request, any overpayment of financial assistance in the case that a calculation error was made, that the eligibility criteria was not respected or that the participant made a false declaration.

The participant must allow Hydro-Québec to check the work at all times, as of the date the request for financial assistance is received and for a period of twelve (12) months following the payment of such assistance.

4.2 Hydro-Québec's rights

Hydro-Québec can cancel the Program at any time without notice.

Hydro-Québec can require a total or partial refund of the financial assistance should the participant not respect the conditions of the Program.

4.3 Limited liability of Hydro-Québec

Hydro-Québec shall not be held liable for any absence of results regarding savings related to heat pumps and the decisions taken by the participant regarding the purchase and installation of the product 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](#). 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**.

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