

PARTICIPANT'S GUIDE

# Efficient Heat Pump Program

Financial assistance for the installation  
of an efficient heat pump

For residential customers



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# 1 Description of the Efficient Heat Pump Program

Hydro-Québec is committed to playing an active role in Québec's energy transition. To this end, it wants to encourage residential customers who own a home in Québec to carry out energy efficiency projects.

With that in mind, the Efficient Heat Pump Program offers financial assistance for the installation of an efficient heat pump. Eligible work and products are subject to change, and you must ensure you meet all Program conditions and requirements BEFORE your project gets underway.

The major advantage of a heat pump is its energy efficiency. An interesting option for homeowners who want to lower their electricity bill in the heating season, it offers great performance: 2 to 4 kWh of thermal energy for every kWh of electricity, for a coefficient of performance (COP)\* of 2 to 3.5. And that's in addition to the fact that a heat pump also cools the home in summer.

A heat pump can help you save on your energy and heating costs: up to 35% of your electricity use for heating and up to 20% of your total electricity consumption.

## Contact us

For information about the Program's terms and conditions, go to:  
[hydroquebec.com/heat-pumps](https://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](mailto:info@thermopompeefficace.ca).

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

\* The COP is the amount of useful energy (heat released for heating) compared with the energy consumed (and billed) to operate the heat pump.

## 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 no more than six (6) months following the installation date of the eligible heat pump.

### 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 home
- > Semi-detached home
- > Row house
- > Mobile home
- > Duplex
- > Triplex
- > Quadruplex
- > Condo unit
- > Multi-unit residential building:
  - If your application is for the installation of **more than five (5) heat pumps** in a multi-unit residential building, call Hydro-Québec at 1 833 396-1888 for a plan that meets your specific needs.
  - The common areas of a multi-unit residential buildings with **20 units or more** are only eligible for Hydro-Québec's Efficient Solutions Program.

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

- > It must be located in Québec.
- > 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 [off-grid system](#)
  - A [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 appropriateor
  - 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 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 installation of indoor units, including air distribution systems outside the dwelling'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.

## 2.4 Financial assistance

Hydro-Québec offers \$50 in financial assistance per 1,000 BTUs of heating output at -8°C. For further details, consult the [list of eligible heat pumps](#).

## 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.
- > 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 home ownership signed by the band council representative.
- > 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):
  - Invoice number
  - Invoice date
  - Installation date
  - 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 description of the eligible product and work
  - The serial number of the heat pump
  - The AHRI number
  - The cost of the work
- > You must take photographs of the labels (see yellow boxes below) that indicate the model number of each indoor and outdoor unit. The model number must be legible on the photos.

## Step 1 (continued)



Location of the label on an outdoor unit.



Location of the label on an indoor unit of a wall-mounted, ductless, air-to-air mini-split heat pump. If the installation includes more than one outdoor unit, a photo of only one of the units is required.



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.

**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 provide us with your SIN. You will receive the email when the eligibility of your application is 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 Participant's commitments

### 4.1 Participant's commitments

Within thirty (30) days of receiving Hydro-Québec's written request, the Participant shall reimburse any overpayment of financial assistance should there be a calculation error, should eligibility criteria not be met or should the Participant have made a false declaration or received financial support from another government agency or Hydro-Québec for the same equipment.

The Participant shall allow Hydro-Québec to follow up on the project at all times, as of the date the application for financial assistance is received and in the twelve (12) months following the payment of the financial assistance.

The Participant is responsible for ensuring the eligibility of the heat pump and the installation.

The Participant shall provide Hydro-Québec with all the information relevant to the purchase and installation of the heat pump, as detailed in the application for financial assistance.

The Participant acknowledges that submitting an incomplete application for financial assistance could lead to processing delays that may exceed 12 weeks.

The Participant shall not apply for or receive more than one amount in financial assistance from Hydro-Québec or another agency for the same heat pump. In addition, they are responsible for checking the conditions and commitments of any financial assistance program offered by any other agency for the purchase and installation of a heat pump for which they may be eligible. Once the financial assistance has been paid to the Participant by Hydro-Québec, it cannot be returned.

### 4.2 Hydro-Québec's rights

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

Hydro-Québec may require additional supporting documents if those submitted with the application do not meet the requirements detailed in this guide.

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

Hydro-Québec shall not be held liable for:

- > Any damage or harm of any nature whatsoever arising from the Program or participation in the Program.
- > Processing times that exceed those set out in the Program.
- > Any absence of results regarding savings on energy consumption and heating costs related to heat pumps and the decisions made 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 such access. 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](#).