

Green Ontario Fund – Call Centre Q and As

Key Messages

- The Green Ontario Fund is a one-stop shop that helps people across Ontario save money and fight climate change by taking advantage of programs and rebates to reduce energy costs in homes or businesses.
- The Green Ontario Fund provides rebates and offers through proceeds from Ontario's carbon market to help homeowners and businesses cut back energy costs while helping fight climate change.
- The agency is tasked with reducing greenhouse gas pollution from energy use in buildings to help meet Ontario's emission reduction targets – targets that will require a transformation in the low-carbon technology market for buildings.
- To achieve market transformation, the agency will work to reduce barriers to deploying and financing low-carbon technologies while working to meet the needs of low-income and marginalized communities.
- No matter where you live or work in Ontario, fighting climate change can be as easy as changing a light bulb, switching your thermostat or making other home improvements that cut your energy bills.
- The new agency will complement Ontario's suite of existing conservation and energy efficiency programs, offering consumers greater choice and convenient access to all programs.
- Visit GreenON.ca to find out how small – or big – changes in your home can help save money while reducing greenhouse gas pollution.

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General

1. What is the Green Ontario Fund?

The Green Ontario Fund is a non-profit provincial agency funded by the proceeds from Ontario's carbon market.

The agency provides programs and rebates to help homeowners and businesses cut back energy costs and fight climate change.

The agency is working to reduce barriers to deploying and financing low-carbon technologies while working to meet the needs of income-qualified and marginalized individuals and communities.

2. Why does Ontario need a government agency to do this job?

Without a single coordinating agency, it can be difficult for consumers to find information about existing and new programs to help them reduce their energy use and greenhouse gas emissions. The Green Ontario Fund will ensure a more coordinated and efficient approach to deploying low-carbon technologies to Ontario households, businesses and industry. It will complement Ontario's suite of existing conservation and energy efficiency programs, offering consumers greater choice and convenient access to all programs.

Government support to help boost the deployment of low-carbon technologies will help improve the economies of scale and supply chain challenges facing the industry. Over time, the agency will also help ensure the availability of low-cost, long-term financing to help Ontarians undertake deep energy retrofits with little to no money down.

3. What is the Green Ontario Fund's budget?

The Green Ontario Fund is funded by proceeds from Ontario's carbon market which by law must be directed to initiatives that reduce, or support the reduction of, greenhouse gases.

This year, the province is investing \$377 million from the carbon market in the Green Ontario Fund.

4. Where does the funding come from?

The Green Ontario Fund is supported entirely through proceeds from Ontario's carbon market which by law must be directed to initiatives that reduce or support the reduction of greenhouse gases.

5. Why does the agency focus on buildings and industry?

Emissions from energy use in buildings contribute almost a quarter of the greenhouse gas pollution that causes climate change in Ontario – it is the third largest source of emissions in Ontario. Giving Ontarians more incentives and tools to make the right energy choice for their homes and businesses is one of the main goals in Ontario's Climate Change Action Plan.

The agency is also focused on reducing emissions from industrial processes. Emissions from industry are the second largest source of emissions in Ontario next to transportation. New programs to help industry cut emissions will be introduced in the coming months.

For more details about climate change in Ontario, please visit Ontario.ca/climatechange.

6. Isn't this agency doing the same work as Save ON Energy?

The conservation efforts of the Independent Electricity System Operator, the agency responsible for Save ON Energy, are focused on reducing electricity use and promoting coordination between electricity and natural gas conservation programs. While the Green

Ontario Fund's mandate is to invest carbon market proceeds to further the deployment of technologies that reduce greenhouse gas emissions from buildings and the production of goods.

Some technologies and actions further both these mandates. IESO and the Green Ontario Fund are working together to ensure that new programs complement and build upon existing programs and to provide consumers with one-window access to these programs and others.

7. How do I apply for a job at the Green Ontario Fund?

The Green Ontario Fund is not currently recruiting. Please check the website regularly for updates.

Green Ontario Fund Programs - General

8. What programs are you offering for homeowners and businesses right now?

The Green Ontario Fund is a one-stop shop for all Ontario-based programs and rebates to help homeowners and businesses across the province cut back energy costs while reducing greenhouse gas emissions.

Current programs offered include:

- A new, no-charge installation service that provides homeowners with a complimentary smart thermostat and home audit that will suggest other energy-saving measures and incentives.
- Existing offers and rebates are also available through successful energy-saving initiatives from partners such as Save on Energy and local electricity distributors, Enbridge Gas Distribution, and Union Gas or other local utilities, including for example the Ontario Home Energy Conservation Incentive Program, Save on Energy New Home Construction Program and Union Gas Home Weatherization Program.

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9. Are you going to offer other new programs besides no-charge thermostats to help homes and businesses save on energy costs?

The Green Ontario Fund will be offering other programs for residents and businesses. Check back regularly for updates.

10. How do home energy upgrades help fight climate change?

Buildings make up a quarter of Ontario's greenhouse gas emissions. When combined together, home energy upgrades can make a big difference in terms of reducing greenhouse gas emissions.

For example, Ontario's two largest natural gas utilities have been delivering natural gas conservation programs for over 20 years. Since the programs started to the end of in 2014, their residential energy efficiency programs in Ontario reduced 500,000 tonnes of greenhouse gas emissions - the equivalent to taking more than 100,000 cars off the road for a year.

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Home energy efficiency retrofits also save consumers money on their energy bills. Every dollar invested in natural gas efficiency has resulted in up to \$4 in savings for natural gas consumers. The home energy audit and retrofit programs delivered by natural gas utilities have been expanded to become province-wide multi-fuel programs, including homes heated with oil, propane, wood and electricity. Homeowners who heat their homes with electricity, for example, can now participate through funding from Save on Energy in Save on Energy programs, offered through their local hydro companies.

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GreenON Installations Program

11. How does this program work?

Eligible homeowners and renters with their landlord's permission can sign up for a visit from a trained technician to install, free of charge, a complimentary smart thermostat and show them how to use it.

Based on information collected from the home, the home's energy systems are then analyzed by a team of energy specialists who will offer a personalized follow-up on other available incentive programs to help reduce energy costs.

Green Ontario Fund trained technicians may or may not have certification from Natural Resources Canada, which is required to conduct more comprehensive audits and to be eligible for incentives through programs like the Ontario Home Energy Conservation Incentive Program.

12. When will the service be available?

Homeowners in select areas can sign up for the GreenOn Installations program right now at GreenON.ca. Technicians will begin visiting homes starting in late September. Eligible homeowners will be notified about their expected installation date.

13. Are all homeowners eligible to participate in the GreenON Installations program?

If you are a homeowner or renter living in single-detached, semi-detached, townhome or row house you are eligible to take part in the program. If you rent a single-detached, semi-detached, town or row home, you must get approval from your landlord before taking part in the program.

Residents living in multi-residential buildings are not eligible to take part in the GreenON Installations program but can access other energy saving programs.

14. Why are you offering no-charge smart thermostats?

Smart thermostats can help residents both reduce their carbon footprint and save up to 15% on their energy bill. They are connected to the Internet and allow residents to adjust the settings remotely from a smartphone. Smart thermostats can also learn a resident's schedule and temperature preferences and automatically adjust the temperature to save money and energy.

In addition, smart thermostats help educate individuals on their energy usage, and are an important first step to creating smart, low carbon homes. The customized report that GreenON will offer in addition to the smart thermostat will provide further options to enable people to save more money and further reduce their carbon footprint.

15. How many smart thermostats are you giving away?

For the GreenON Installations program, the Green Ontario Fund is initially targeting to install 100,000 smart thermostats, beginning fall 2017.

16. How much will this program cost the government and taxpayers?

This program is being funded by proceeds from Ontario's carbon market. Costs will depend on participation rates in the program and responses to procurement competitions for delivery.

17. Will the program reduce enough greenhouse gas emissions to justify its cost?

The program is estimated to reduce 26,000 tonnes of greenhouse gas emissions and is a gateway to homeowners understanding the potential for further reductions. Any further reductions from deeper retrofits resulting from the personalized home energy report will be verified against a control group.

18. How do you know this technology actually works?

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the initial home energy report will have suggested upgrades, will GreenON/IESO have a follow-up procedure to verify who has undertaken these?

Smart thermostats are devices that can control a home's heating and/or air conditioning. They are connected to the Internet and allow residents to adjust the settings remotely from a smartphone. Smart thermostats can also learn a resident's schedule (when they are home and away) and temperature preferences and automatically adjust the temperature, ensuring both energy savings and comfort. This technology is currently being incentivized through Save on Energy and gas utility conservation programs, and used by similar programs in U.S. jurisdictions, including Energy Star in Washington DC.

19. I just bought a new smart thermostat for my home. Can I get a rebate?

If you have already purchased a smart thermostat and did so after <insert GreenON Installations program launch date> then you can apply for a rebate through the manufacturer's website when you register the thermostat. Go to the Green Ontario Fund at www.GreenON.ca for more information.

If you are a customer of Toronto Hydro or Enbridge Gas, you can receive a \$100 on-bill credit if you purchase an eligible smart thermostat before December 31, 2017 and register it with the manufacturer. Please see details on the program at [Toronto Hydro](#) or [Enbridge](#) websites.

20. Can I get the no-charge product and installation without the [audithome energy review](#)?

Yes, although a [home energy reviewn-audit](#) is a no-charge, easy way to help you uncover more ways to save money and energy.

21. Who will perform the installations and home [auditsenergy reviews](#)?

Installations and home [audits energy reviews](#) will be performed by trained technicians representing the Green Ontario Fund.

22. There are numerous reports about fraudulent contractors ripping off vulnerable homeowners so how can we trust that the technicians are who they say they are?

Green Ontario Fund trained technicians will only visit your home when an appointment has been made. They will have a uniform and identification. No representatives will come to your house without your consent.

If you think someone has contacted you on behalf of the Green Ontario Fund and may be operating fraudulently, please contact the Green Ontario Fund at 1-888-728-8444.

23. Are your installation technicians certified?

Installers are required to be qualified as either a) a heating, ventilation and air conditioning (HVAC) contractor; b) a licensed electrical contractor or c) an agent of the original Smart Thermostat equipment manufacturer who has been trained by the manufacturer.

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The closest ENERGY found is:

<https://www.dcseu.com/for-my-home>

This program offers up to \$100 for smart thermostats –the rebate offered by the Enbridge and Toronto Hydro program.

Note: The US DOE's ENERGY STAR program is a qualification program for energy efficient products:

In order to earn the ENERGY STAR, smart thermostat products must have their energy savings independently certified, based on actual field data, to ensure that they save energy and deliver high-quality performance.

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24. Will the technicians try to sell me things I don't want?

No. Homeowners will receive a no-charge smart thermostat and installation and a complimentary home energy review that will offer information about other energy-saving measures and incentives to help cover the cost of low-carbon technology retrofits.

25. How many greenhouse gas emissions will the average homeowner save through this program?

A smart thermostat can reduce up to 260 kilograms of greenhouse gas emissions per household per year. ~~Emissions reductions will depend on a household's heating source.~~

26. How much money will this program save the average homeowner?

A smart thermostat can help save residents up to \$75 a year.

Commented [SE(5)]: Recommend qualifying this "based on a home's heating source" – confirm this is based on a natural gas heated home (most homes in Ontario are natural gas heated).

27. What if someone who signs up for this already has a smart ~~or other type of~~ thermostat? Can they still keep the thermostat?

The technician will visit the home, show residents how to use existing energy-savings technology most effectively, and conduct an home energy review to provide energy-savings tips and customized information about other energy-saving, low-carbon technology retrofits.

When the technician installs a smart thermostat in an eligible home, they will collect the old thermostat. The new thermostat will become the property of the homeowner.

28. How will you prevent individuals ~~from un-~~installing a thermostat and then just selling it?

When a smart thermostat is installed in an eligible home, the old thermostat will be collected by the installer, and the new thermostat will become the property of the homeowner.

29. Isn't this home energy ~~system review/audit~~ a duplication of an existing program?

There is no program right now that provides a no-charge smart thermostat and complimentary installation at the customer's home, as well as an energy systems review to determine other energy and cost savings.

In order to participate in the home energy retrofit programs by the gas utilities (Home Energy Conservation Program (Enbridge Gas), Home Reno Rebate Program (Union Gas)) that are open to all Ontarian homeowners of all fuel types, you need to ~~participate using a separate NRCAN-certified auditor who is associated with those programs.~~

Other Programs

30. What other programs are available now through the Green Ontario Fund?

Advance registration for the GreenON Installations program is the only service being offered right now.

You can also visit GreenON.ca to access a wide range of existing programs and rebates offered through Save On Energy and local electricity distributors, Enbridge Gas Distribution, and Union Gas and other local utility companies.

The Green Ontario Fund will be announcing additional programs shortly. Check back regularly for updates.

31. Can I combine offers and rebates?

This will be determined on a program-specific basis.

32. What programs do you have available for renters?

The GreenON Installations program will be available to renters of semi-detached, detached, town or row homes who have approval from their landlord. Other renters should check online at [INSERT LINK TO TIPS AND TRICKS PAGE ON GREENON] to find tips and tools to reduce emissions and save money.

33. How will your programs help condo owners?

This program is not for condo owners. Condo owners will be eligible for other residential programs to be announced in the coming weeks. Please check the website regularly for updates, and check out the "Tips and Tools" section of GreenON.ca.

34. How can I apply for funding from the Green Ontario Fund?

The agency is currently not accepting funding applications for new initiatives. Please check the GreenON.ca website for more updates in the coming months.

General

35. What else is the government doing to fight climate change?

Please visit www.ontario.ca/climatechange to learn about Ontario's Climate Change Action Plan and other ways the province is taking action on this issue.

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