

## HER+ Program Eligibility Preparations

1. **Windows and Doors**
2. **Heat Pumps**
3. **Solar PV Systems**

This document outlines the requirements for windows and doors, heat pumps and solar PV systems to be eligible to claim rebates under the Home Efficiency Rebate Plus program (HER+). Customers should ensure that the required information is provided **BEFORE** any work or installation begins and request additional guidance from contractors and/or suppliers if required.

### 1. Windows and Doors

For the HER+ program, to determine eligibility, confirm that each new window is included on the searchable product list of eligible windows for the Canada Greener Homes Grant. To be eligible for a rebate under HER+, windows must be ENERGY STAR certified.

**ENERGY STAR labels must be affixed to windows/doors at the time of installation and remain in place until the time of your final assessment (post-retrofit evaluation).** If ENERGY STAR labels are removed prior to the final assessment the following photos are the customers responsibility to acquire, retain and provide to the energy advisor at the time of the post-retrofit evaluation:

1. A photo of each newly installed window/door showing a portion of the surrounding wall assembly from the inside, outside or both, AND
2. A photo of each ENERGY STAR label affixed to the window/door that clearly shows the ENERGY STAR certification mark, Manufacturer model code/number, U-factor/Energy Rating, NRCan reference number or a Certified Products Directory (CPD) number, and a Certified mark from one of the following:
  - Canadian Standards Association (CSA)
  - Intertek Canada
  - Keystone Certifications
  - Labtest Certification (LC)
  - QAI Laboratories
  - National Fenestration Council (NFRC)

**Invoices. If labels have been removed from the windows/doors prior to the post-retrofit evaluation the following details will be mandatory on the window/door supplier invoice:**

- Name of the homeowner and address of the house;
- Date of installation;
- Window/door make and model numbers;
- NRCan Reference Number;
- Indication of windows/doors as ENERGY STAR or ENERGY STAR Most Efficient certified;
- Number of windows/doors and location of each installation;
- U-factor/Energy Rating (ER) – for windows;
- Itemized cost of each window/door and total cost of installation

## 2. Heat Pumps

### Air Source and Ground Source Heat Pumps

The Canada Greener Homes Grant initiative requires that the heat pump system is capable of distributing heat throughout the entire conditioned space in the home, including the basement. This applies regardless of whether the heat pump system is a centrally ducted, mini- or multi-split ducted or ductless system. The sizing and selection of the heat pump is to be determined in consultation with the mechanical system contractor and a sizing guide tool, such as the one offered by Natural Resources Canada.

To determine the eligibility of the product you are seeking to purchase, use the AHRI number and make and model of the indoor and outdoor units provided by the mechanical system contractor to confirm that it is included on the Searchable product list of eligible heat pumps for the Canada Greener Homes Grant.

Prepare documentation (.pdf or .jpg) of the system as shown on the Greener Homes database of eligible equipment. Highlight the system details for your energy advisor to facilitate assessment of the equipment eligibility.

Documentation. Ensure system details are provided on your supplier invoice or contract:

1. AHRI#
2. Make and Model of all components of system:
  - Outdoor Unit
  - Indoor Unit
  - Indoor Air Handler/Furnace
3. Total Heating Capacity in Btu/hr (min: 12,000 Btu/hr @ 8.3 degrees C)
4. Efficiency performance data:
  - Heating: HSPF and/or COP (min: HSPF 10 for Climate Zone IV)
  - Cooling: SEER

**Invoices. Provide invoice referencing installed system and total cost showing paid in full.**

**Mini-Split or Multi-Split Systems.** These systems must have a minimum of 2 interior heads to comply with program requirements. Also, they must be installed to distribute heat through the entire home. To validate that a heat pump is distributing heat throughout the entire house or duplex, a minimum of one warm air supply outlet and/or indoor head is required on every storey of each dwelling unit, including foundations where the distance from the top of the floor slab to the bottom of the ceiling joist is 1.8 m or higher. This applies regardless of whether there is an existing back up heating system.

### 3. Solar PV Systems

A rebate of \$1,000 per kW DC is available for installing a solar photovoltaic (PV) system.

- The rated PV panel must have peak power capacity higher than or equal to 1.0 kW DC.
- The system must be composed of PV panels and an inverter certified to CSA Standards.

Solar panels can be mounted on the house or ground, if they are on the property / land of the house associated with the application.

Documentation. Please have your Solar PV supplier/installer provide the following specifications to be provided to your energy advisor:

- Manufacturer
- Model #
- Array Area (sq ft / sq m)
- Array Size (total kW DC)
- Azimuth (degrees from south)
- Module Type
- Module Efficiency
- Normal Operating Cell Temperature (F)
- Temperature Coefficient of Efficiency (%/degree F)
- Miscellaneous Array Losses (%)
- Other Power Conditioning Losses (%)
- Inverter Efficiency (%)
- Grid Absorption Rate (%)

Letter of Permission (ESA). For a grid connected\* system, a copy of the letter of approval or permission for interconnection issued by the local electrical or building authority is required.

**Invoices. Ensure your invoice provides system make and model# as well as total cost, shown paid in full.** You may also request your system supplier / installer provide the full system details documentation on your invoice if possible.