

Save on Energy Webinar – Retrofit 101

Qs & As - August 29, 2019

Please see below responses to questions asked during the Retrofit 101 webinar. The questions and answers have been broken out into three categories:

- [General Program Questions](#)
- [Incentive and Eligibility Requirements](#)
- [Application Process](#)

GENERAL PROGRAM Qs

Question	Answer
<p>How soon should we start a project from the incentive application date?</p>	<p>You may begin your project after your application is pre-approved.</p> <p>You can still begin work on your project before it is pre-approval, as long as you have submitted an application for approval. If you choose to start before pre-approval, you would be accepting the risk of receiving a lower incentive than expected or having your project not pre-approved.</p>
<p>Thank you for this webinar. I have submitted a few projects that are missing very important info.</p> <p>For example: Missing a very detailed description. Quote, item prices, and Base case. Now that it's in the queue for review, how do I recall it for edit?</p>	<p>Please notify your Technical Reviewer if edits are required to your application and they will return it to you so you may make the necessary changes.</p>
<p>Where can we find the prescriptive worksheet with the listed qualifying lights?</p>	<p>The prescriptive worksheets are available on SaveOnEnergy.ca in the Retrofit program webpage under Key Documents.</p>

Question	Answer
<p>When is a site visit required? Once a project is approved, how long do you have to complete the project?</p>	<p>Technical reviewers will determine if a site visit is required, based on the size of your project (if your project has a prescriptive incentive >\$20,000 and/or a custom incentive >\$10,000). If a site visit is required the reviewer will notify you ahead of time to schedule a time to visit your facility at your convenience.</p> <p>The reviewer may instead request for photos to verify your equipment in place of a site visit and will notify you of the photos required for your project.</p> <p>Once a project is pre-approved, you have six months to finish and submit your post-project application. You may request longer than six months if your project requires more time. You can e-mail your technical reviewer during the review of your pre-project application or after pre-approval to let them know when you expect to complete your project.</p> <p>Kindly note that your project must be in service by December 31, 2021.</p>
<p>Are site visits still required for large applications or are photos now being accepted instead?</p>	<p>Technical reviewers will determine if photos or a site visit are required for your project, based on your project size (if your project has a prescriptive incentive >\$20,000 and/or a custom incentive >\$10,000).</p> <p>The reviewer may request photos to verify your equipment in place of a site visit and will notify you of the photos required for your project. If a site visit is required, a reviewer will notify you ahead of time to discuss any requirements to visit your facility and to schedule a time for the visit at your convenience.</p> <p>Note, that it is always a best practice to take photos regardless of the requirements set out in the program guidelines.</p>
<p>Do you have the new Disposal Declaration form available?</p>	<p>The IESO does not have a disposal declaration form.</p>

Question	Answer
<p>Jumping back about lot pricing on a quote, without individual pricing we won't be able to determine if they meet the minimum requirements on prescriptive and engineered.</p>	<p>Costs can be lump sum as long as you specify the quantities, model #'s, and track (prescriptive or custom) of the equipment that they correspond to.</p>
<p>Lot pricing on quotes, often we don't want to provide the customer unit pricing on each item as it varies by quantity etc. Therefore we cannot always show line item pricing. What to do in this case?</p>	<p>Costs can be lump sum as long as you specify the quantities, model #'s, and track (prescriptive or custom) of the equipment that they correspond to.</p> <p>You may clarify this with notes or e-mail confirmations if you are not accustomed to including it on the quote.</p>
<p>Is there any updated MAL for the new and revised prescriptive incentives?</p>	<p>The MAL is updated annually. The most recent MAL was published in February 2019. The next MAL will be updated to include the new and revised prescriptive incentives released on August 12, 2019.</p>
<p>Does your technical team offer site visits or consulting services?</p>	<p>Site visits are currently offered by the technical review team, when deemed necessary by the technical reviewer, to fulfill the QA/QC requirements for applications.</p> <p>Photos for your equipment may be requested in place of site visits. More face to face customer support will be rolled out later this year. Stay tuned!</p>
<p>Manufacturer stating the products are exactly the same just in different boxes yet the reviewer is telling us we must purchase the retail packaging at a higher cost because that is the NAED code listed even though the products are the same.</p>	<p>As long as the product is DLC or ENERGY STAR listed, then it is eligible. If the packaging is causing confusion, then please provide clarity to the technical reviewer so they may understand the nuance of the situation. We will forward your feedback.</p>

INCENTIVES AND ELIGIBILITY REQUIREMENTS

Question	Answer
<p>If the customer has half of the lights currently not working and wants to replace all with energy efficient lighting can we use the total quantity as base case for a custom application we are going to remove all and put in half the number of fixtures?</p>	<p>Savings from burned out lamps may not be claimed. Your base case should only include working lamps.</p>
<p>If I have a client who wants to do retrofits for a portion of their building with the incentive and wants to leave the rest for another time, would they still be eligible for incentives for the other half of they left for later?</p>	<p>Yes. Applicants may stage their projects as they see fit. In this case, an application for the first stage of upgrades can be submitted and another application for the second stage of upgrades can be submitted at a later date. Please be sure to submit applications for approval before starting your project to ensure it is eligible.</p>
<p>I had proposed Corn bulbs for a prescriptive project and was advised that they are only applicable for custom track. Why would this be and where can I find supporting info on the website to explain this.</p>	<p>The prescriptive incentives are limited to the equipment specified in the prescriptive worksheet. The IESO regularly looks to expand the technologies that are available for incentives under the prescriptive track based on factors such as energy savings and popularity and will inform participants when updates are planned.</p> <p>In the meantime, if your proposed upgrades do not fit under the prescriptive worksheet, you may still apply for incentives by moving them to the custom track.</p>
<p>What is the current status of incentives for commercial equipment?</p>	<p>The Retrofit program will incentivize any commercial or industrial upgrade project for which there is a capital expenditure and verifiable electrical savings.</p> <p>Please consult the Retrofit program requirements for additional eligibility requirements and exact conditions.</p>

<p>What kind of incentives applicable for Retro-commissioning?</p>	<p>Retro-commissioning projects with capital expenditure and verifiable savings are eligible under the custom track. Please note that savings that are achieved through behavioural changes are not eligible under the Retrofit program (i.e. turning off unused lighting more regularly.)</p>
<p>Is the ASHRAE level-II energy audit is incentivized?</p>	<p>Energy audits are no longer incentivized. Please visit SaveOnEnergy.ca for more information about available programs.</p>
<p>Are there incentives available for new construction commercial retail buildings?</p>	<p>Incentives are no longer available for new construction commercial retail buildings as the High Performance New Construction Program was discontinued in the Spring of 2019.</p>
<p>We are getting closer to replacing hydro connected lights with solar powered lights for parking lots. When will you be ready to be ready to include solar fixtures into the Rebate process?</p>	<p>Solar-powered lights are not eligible to participate in the Retrofit program.</p>
<p>Are retrofits on Multi-tenant buildings where electric baseboard heating is being used and Heat pumps are proposed for the new equipment eligible?</p>	<p>Multi-Tenant buildings are usually only eligible to retrofit the common areas as the electricity bills for these spaces go to a property management corporation and are considered commercial. Individual units, if they are sub-metered, would not be eligible for any measures outside of the prescriptive in-suite worksheet.</p> <p>if a multi-tenant building is not sub-metered, but rather has one entire bill for the whole building, then the entire facility is eligible for projects as long as the electricity provider classifies the facility as non-residential (i.e. commercial / industrial).</p>
<p>Who best to specifically contact regarding valid window replacements incentives? We understand this has to go through custom path?</p>	<p>Our technical staff are available to help you get started and can answer your questions regarding equipment and eligible incentives.</p> <p>Please contact Retrofit support to help get you started at Retrofit@IESO.ca or 1-844-303-5542.</p>

<p>What ballast table are the reviewers using? We use the ballast table provided on the engineered / custom worksheet for lighting yet we have asked to change the wattage because the standard used is different than what is on the worksheet.</p>	<p>Reviewers use the ballast table on the worksheet. However keep in mind that the table is not exhaustive, so reviewers may resort to public commercial input wattage standards for fixtures that are not on the list. It is helpful to upload the ballast table that you used for the reviewer, if a different ballast table is used than the one in the worksheet.</p>
<p>How are the ES listing handled for manufacturers that only list 1 NAED code per model number but may have several due to differences in packaging for example contractor VS. retail packaging. They are the exact same model number with different NAED codes.</p>	<p>Please contact ENERGY STAR to clarify their policy on NAED codes.</p>
<p>Would you be able to further explain how the assumed base case works for the Hi-Bay fixtures in the prescriptive worksheet?</p> <p>For example if I have a 264W base case Hi bay and I want to replace it with a 162W LED linear Hi-Bay, would I be able to use the prescriptive worksheet?</p>	<p>For a project to be eligible under prescriptive, your new equipment must meet the criteria identified in the prescriptive lighting worksheet and it must consume less energy than your old equipment. There is a measure for LED medium and high bay lighting fixtures. Your proposed upgrade is eligible for incentives as long as it fits the requirements listed in the worksheet, consumes less energy than your base case, and is a one to one replacement.</p> <p>If you find that none of the prescriptive tiers fit your needs, then you may use the custom track if your project reaches a minimum of \$1,500 in incentive.</p> <p>The prescriptive and custom worksheets are available on SaveOnEnergy.ca on the Retrofit program webpage under Key Documents.</p>
<p>Reporting equipment retrofit in both the Prescriptive and Custom tracks; one-for-one replacements in the Prescriptive track and the remaining fixtures (load that is permanently removed) in the Custom track. Is this allowed by the IESO?</p>	<p>Participants can submit an application with both a prescriptive track and a custom track, if they find that a portion of their project is better suited under the prescriptive track and the remaining portion of their project is better suited for the custom track.</p> <p>Where load is being permanently replaced, and not retrofitted with more energy efficient equipment, that portion of the project would not be eligible for an incentive under either the prescriptive or the custom track.</p>

APPLICATION PROCESS

Question	Answer
<p>In the past your recycle certificates had to match your prescriptive worksheets now you say that the Certificate has to be number of tubes and not fixtures why?</p>	<p>The quantities on recycling certificates, worksheets, and invoices must all match. Quantities may be expressed in individual bulbs or fixtures as long as the fixtures clearly show the number of lamps within them on the recycling certificate and the prescriptive worksheet</p>
<p>What is the difference between a custom application and prescriptive?</p>	<p>Prescriptive applications are a per unit way to apply for funding (i.e. you get \$X for each new piece of equipment you buy). It's simple to use, but has certain conditions.</p> <p>Custom applications get rewarded on a per savings basis (i.e. the larger of \$400 per KW of peak demand or \$0.05 of yearly KWH saved from a custom lighting project. These rates are double for custom non-lighting projects). This track is much more flexible, but will require more information about your project and facility, such as your equipment's hours of operation, to calculate your estimated savings.</p>
<p>Why do TRs ask for confirmation of info, such as EER ratings, when the information is already included in the application?</p>	<p>Technical reviewers should not be asking for information that has already been provided. We will pass along this feedback.</p>
<p>Is the account registration process going to be simplified? Several end users are having difficulty following the instructions and only partially registering resulting in delays of several weeks.</p>	<p>We are continually looking for possible enhancements that will improve your user experience with the Retrofit portal. We will let you know when upgrades to the portal are planned. To help users with registration and navigation of the portal, a digital user guide is available on RetrofitPortal.ca.</p> <p>If you are still having trouble registering and navigating the portal, please contact Retrofit support at 1-844-303-5542 or Retrofit@ieso.ca, as we would be happy to guide you through the process.</p>

Question	Answer
<p>What is the process for pump and system Retrofit applications? M&V custom?</p>	<p>If the upgrades can fit under the motors category, they can go under prescriptive. Otherwise, they will have to go under custom. M&V is required for a project with a custom incentive size over \$10,000 and/or a project with a prescriptive incentive size over \$20,000.</p> <p>We encourage you to contact Retrofit support at Retrofit@ieso.ca or 1-844-303-5542 to help you get started with applications. Our technical staff can help with non-lighting custom projects.</p>
<p>I have a couple of projects that have been in the queue for longer than 3 weeks and have not heard from a pre-approver. How do we expedite that or follow up to notify you</p>	<p>The processing for a lighting project is normally two weeks upon receiving the application; however, the Retrofit program is currently experiencing an influx of applications due to recently announced changes to the program, including new incentives for certain LED lighting measures.</p> <p>As a result, customers who have recently submitted applications should expect to receive pre-approval within four to five weeks from the time the application was submitted.</p> <p>Technical reviewers are diligently working through all applications to reduce the expected pre-approval time back to two weeks.</p> <p>If you are working under constrained timelines, please contact the Retrofit Support Line at 1-844-303-5542 or Retrofit@ieso.ca.</p>
<p>Just heard that the pre-approval usually takes 2 weeks. If not hearing back in 2 weeks, would you recommend me to call the support line?</p>	<p>Please reach out your Technical Reviewer for a status update on your application. If the Technical Reviewer for your application has not reached out to you, yet, you can contact Retrofit support at 1-844-303-5542 or Retrofit@ieso.ca.</p>

Question	Answer
<p>As a distributor, I find that trying to be an applicant representative doesn't work. It doesn't allow you to enter/edit any fields. We have to sign in as the end user which doesn't seem right.</p>	<p>Applicant Representatives must be assigned at the start of an application if the application is created by the Applicant. Alternatively, an Applicant Representative can create an application and choose their Applicant.</p> <p>If this feature of the Retrofit portal is not working, please contact Retrofit support at retrofit@ieso.ca or 1-844-303-5542.</p>
<p>What can be done to speed up the process if our application needs to meet a tight timeline?</p>	<p>The tips discussed during the webinar, which are available on SaveOnEnergy.ca, will help to reduce the time required for pre-approval of your application.</p> <p>Please reach out your Technical Reviewer for a status update on your application. If the Technical Reviewer for your application has not reached out to you and you are working under constrained timelines, please contact Retrofit support at 1-844-303-5542 or Retrofit@ieso.ca.</p>
<p>What is the processing time for lighting projects? We have a lighting application in, didn't hear back after 4 weeks. Is there a way the IESO can expedite the process, in particular for lighting projects?</p>	<p>The processing time for a lighting project is normally two weeks upon receiving the application; however, the Retrofit program is currently experiencing an influx of applications due to recently announced changes to the program, including new incentives for certain LED lighting measures.</p> <p>As a result, customers who have recently submitted applications should expect to receive pre-approval within four to five weeks from the time the application was submitted.</p> <p>Technical reviewers are diligently working through all applications to reduce the expected pre-approval time back to two weeks.</p> <p>If you are working under constrained timelines, please contact Retrofit support at Retrofit@ieso.ca 1-844-303-5542.</p>

Question	Answer
<p>How long does it take to get the incentive back after project completion?</p>	<p>Payment, in form of a cheque is issued for your incentive once your post-project application and incentive invoice are submitted and approved. The payment can take 4-8 weeks to reach you depending on where you are located in the province.</p> <p>Please contact Retrofit support at 1-844-303-5542 or Retrofit@ieso.ca if you require further information.</p>
<p>When submitting a custom application there is no space to list each line and then provide a lot price.</p>	<p>Custom projects only have a space to describe the existing equipment and the new equipment as this track is used for many complex projects that require detailed descriptions.</p> <p>However, you may include all your line items in your worksheets and quotes so that a reviewer knows the details of your project even if it is not entirely broken down line by line on the online application.</p>
<p>Where would T12/HO sign tubes fall into the rebate program? Would it be custom? What's the custom minimum rebate amount to start a project?</p>	<p>For a project to be eligible under prescriptive, your new equipment must meet the criteria in the prescriptive lighting worksheet and it must consume less energy than your old equipment. Your upgrades will also need to fit under the prescriptive worksheet and be a one to one replacement to be eligible under the prescriptive track.</p> <p>There are many new lighting measures that will likely fit your project.</p> <p>If you find that none of the prescriptive measures fit your needs, then you may use the custom track if your project reaches a minimum of \$1,500 in incentives.</p> <p>The prescriptive and custom worksheets are available on SaveOnEnergy.ca in the Retrofit program webpage under Key Documents.</p>