

# RETROFIT PROGRAM

## GET YOUR CUSTOMERS ON THEIR WAY TO ENERGY SAVINGS.

No matter the sector or size, every business can save energy. The Retrofit program can help your customer save on the costs of energy-saving upgrades. Here's how you can add value by helping to make it happen.



STEP 01

Introduce your potential customers to the Retrofit program.

As an applicant representative, you can add value by completing the application on their behalf.



STEP 02

Time to help your customers transform their businesses for the better.

Choose measures from two available streams: Prescriptive and Custom. Review the program requirements and participant agreement.



STEP 03

Plan your energy-saving project.

Talk to your customer about the application process and review online application resources, such as checklists, together.



STEP 04

Sign up for the Retrofit Program portal.

Need help? Try our digital user guide available at [SaveOnEnergy.ca](https://www.saveonenergy.ca).



STEP 05

In the portal, fill in project details for all facilities to estimate costs.

Include relevant documents, such as project quotes and spec sheets.



STEP 06

Review the estimated project costs and incentive amounts in the portal.

Make sure you and your customer are aligned on the outcome.



STEP 07

Have your customer sign off on the application in the program portal.

An application must be signed and submitted **by your customer** before starting work on the project. If not, the project is ineligible for incentives.



STEP 08

Have your customer submit the project application to the IESO for pre-approval.

Get approved in about two weeks, or start your project prior to pre-approval. Learn more about starting your project prior to receiving pre-approval at [SaveOnEnergy.ca](https://www.saveonenergy.ca).



STEP 09

Complete your energy-saving project.

Keep your customer up to date on the project's progress.



STEP 10

Complete the post-project submission.

Have your customer review and submit it to the IESO.



STEP 11

Remind your customer to submit their invoice for the approved incentive amount.

The customer should receive payment in eight to 12 weeks from approval of the invoice in the portal.



STEP 12

Don't forget to follow up.

Check in to see how your customer's energy-efficiency projects are going.