

YOU DO YOUR BEST TO SAVE MONEY

THE HOME ASSISTANCE PROGRAM (HAP) IS HERE TO HELP YOU AND IMPROVE YOUR HOME COMFORT.

WHAT IS THE HOME ASSISTANCE PROGRAM?

The Save on Energy™ Home Assistance Program (HAP) is an electricity conservation program offered by the Independent Electricity System Operator (IESO) and delivered province-wide by our trusted delivery partner, GreenSaver. HAP is designed for income eligible hydro customers to help reduce energy costs and increase home comfort by providing a free in-home visit with a Home Energy Expert and no-cost energy efficient upgrades for your home.

FREE? WHAT'S THE CATCH?

There is no catch! The Home Assistance Program is offered by the IESO and **all energy savings upgrades are 100% free of charge.** The IESO is responsible for overseeing energy efficiency and offers programs such as the Home Assistance Program.

 saveonenergy.ca/HAP

HOW WILL THE HOME ASSISTANCE PROGRAM BENEFIT ME?

The Home Assistance Program (HAP) offers no-cost energy-efficient upgrades and an in-home energy assessment with a Home Energy Expert. Energy efficient upgrades may include LED light bulbs, ENERGY STAR® certified appliances, and even insulation and draftproofing.

WHO IS GREENSAVER AND WHAT IS THEIR ROLE?

GreenSaver is the IESO's delivery agent for HAP across the province. GreenSaver is a trusted Ontario-based, non-profit organization dedicated to improving energy efficiency for Ontarians and supporting you throughout the process; from signup and assessment, through to installation and program completion.

WHAT HAPPENS DURING MY IN-HOME ENERGY ASSESSMENT?

During the energy assessment the Home Energy Expert will ask you to sign a Participant Agreement and will verify the documents used to prove program eligibility. With your permission, they will then install qualifying measures throughout the home such as ENERGY STAR® certified LED lightbulbs, efficient showerheads and faucet aerators, and clothes drying racks. The age

and efficiency of appliances will be assessed, and, if applicable, insulation and draft levels will be measured. Photographs of the appliances and interior and exterior of the home will be taken as part of the assessment. The Home Energy Expert will ask questions about additional items in the home that use electricity, and provide education about how to reduce electricity use, lower bills, and make the home more comfortable.

WHAT HAPPENS AFTER MY IN-HOME ENERGY ASSESSMENT?

Once your in-home energy assessment has been completed, GreenSaver reviews the information collected by the Home Energy Expert to determine if your home qualifies to have inefficient appliances replaced with new, ENERGY STAR® certified equipment. If your home is electrically heated, GreenSaver will also assess if the home can benefit from increased insulation in the attic, walls, and/or basement, and comprehensive draft proofing. GreenSaver will notify you of the energy assessment results by letter or email. If your home qualifies for appliance upgrades or insulation, GreenSaver will work with you to arrange an installation date that works best for you. You may choose to accept or decline any upgrades offered to you.



WHAT UPGRADES CAN I RECEIVE?

Free upgrades include ENERGY STAR® certified light bulbs (LEDs), efficient shower heads, faucet aerators, a clothes drying rack and a power bar with a timer. Based on the results of the in-home assessment, you may also qualify for ENERGY STAR® certified replacement appliances such as a fridge, freezer, window air conditioner, and/or dehumidifier. If your home is electrically-heated you may also be eligible for insulation in the walls, attic and basement, as needed, as well as comprehensive home draftproofing.

WHAT INFORMATION DO YOU COLLECT ABOUT MY HOME?

With your consent to perform the in-home energy assessment, the Home Assistance Program (HAP) collects information relating to the efficiency, condition and age of the home, appliances, mechanical equipment, electronics and lighting. This information allows GreenSaver to determine which energy efficient upgrades your home may qualify for.

WILL THE HOME ASSISTANCE PROGRAM CONTACT ME AFTER MY ASSESSMENT?

You will receive communications from the IESO and GreenSaver, about your participation in HAP, such as a customer survey.

WHAT HAPPENS TO MY OLD APPLIANCES?

If you qualify for new appliances through HAP, you will be offered a new, ENERGY STAR® certified qualified model. When accepting the new appliance, you consent to the removal and disposal of the old, inefficient appliance. The old appliances are decommissioned and any substances that are harmful to the environment are disposed of responsibly. Materials from the old appliances are then recycled.

I RENT MY HOME. WHAT INFORMATION IS SHARED WITH MY LANDLORD?

If the home assessment determines that landlord-owned appliances, or home insulation is approved for an upgrade, your landlord will be offered the upgrade. HAP does not share any information about how you qualified for the program.

WHO CAN PARTICIPATE IN THE HOME ASSISTANCE PROGRAM?

HAP is available to Ontario homeowners and tenants who are the primary or secondary hydro account holder, and qualify based on annual household income*, or are receiving a qualifying benefit.**



WHERE CAN I GET MORE INFORMATION?

To find out more about the Home Assistance Program:

 **GreenSaver**
at **1-855-591-0877**

 hap@greensaver.org

 saveonenergy.ca/HAP

REFER A FRIEND

If you know someone who may be eligible and could benefit from free energy efficient upgrades, please refer them to the Home Assistance Program (HAP).

* Visit saveonenergy.ca/HAP for eligibility criteria

**Social and/or assisted housing follows different eligibility criteria.

Subject to additional terms and conditions found at saveonenergy.ca.

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