

FROM: the Elora Environment Centre: delivering the ecoENERGY Retrofit - Homes program of Natural Resources Canada

Dear Elora Environment Centre ecoENERGY Clients:

We are writing to provide our clients with an update on the ecoENERGY Retrofit - Homes grant program of Natural Resources Canada (NRCan) and the matching program through the provincial Ministry of Energy (OME).

Our goal is to provide superior customer service and, in addition to being available to answer any of your questions on this program by phone and e-mail, we thought it would also be helpful to explain, via the medium of this group e-mail, the process that each ecoENERGY evaluation house file goes through.

After you have had your initial energy evaluation with the Certified Energy Advisor and received your report, your file goes through a quality assurance process with Green Communities Canada. Our Green Communities liaison with NRCan will thoroughly go through each file. This is to stave off delays with the file down the road. From there, the file is sent to NRCan where it is registered and then to the OME. The OME then sends out the \$150. rebate cheque to the homeowner. We have experienced some delays at this point with some files if the OME has a question about the address. If you still have not received your \$150. rebate four months after having your initial evaluation, please call the OME directly at 1.888.668.4636.

Once clients have had their follow-up energy evaluation (after upgrades have been completed), that file goes through a similar process as above. (Don't forget that it is the client's responsibility to phone the office in order to book their follow-up evaluation within 18 months from their initial evaluation.) Clients can anticipate a wait of 120 days from their follow-up evaluation date to receive the first cheque from NRCan. The matching grant money from the OME will follow three-four weeks later. (The grant money does arrive in two installments.) Clients who have installed a geothermal system can expect a longer wait because of the extra step with the Canadian GeoExchange Coalition. We are not able to investigate where your grant money is in the process with NRCan until 120 days have passed from the date of your follow-up evaluation.

Several pieces of good news:

- \$300 million was added to the ecoENERGY program in the 2009 federal budget which will enable an estimated 200,000 additional home retrofits as a result of homeowners having an energy evaluation;
- homeowners can participate in both the ecoENERGY program and the Home Renovation Tax Credit announced in January 2009;
- all ecoENERGY grant amounts were increased by NRCan on March 30, 2009 by a minimum of 25% (which applies to those clients who have their follow-up energy evaluation March 30, 2009 or later); in addition, the OME has confirmed that they will match this increase dollar-for-dollar;
- NRCan announced the opportunity for clients to re-enter the ecoENERGY program even after having their follow-up energy evaluation. If you are interested in this, please call the office so we can discuss this on a case-by-case basis.

We are also pleased to announce the winner of the free follow-up energy as offered in our last e-mail update. Congratulations to: Andrea & Anthony!

Those on staff at the Elora Environment Centre are more than willing to help you out with any questions you may have.

Just a reminder that, by having an ecoENERGY evaluation, you are investing in your largest asset: your home! The Elora Environment Centre has ten plus years of experience performing energy evaluations and, in 2008 alone, we facilitated our customers receiving over \$2.5 million in government grants.

Some of our clients know us as REEP (Residential Energy Efficiency Project). Please be aware that we are consolidating our various names to make it easier for our clients to find and recognize us. We are now known as simply the Elora Environment Centre. Please pass the word to your friends and neighbours about this program and about us. Our toll-free number is 1.866.865.7337 or you can visit our website: www.EloraEnvironmentCentre.ca. We are committed to helping homeowners from Oakville to Caledon, Windsor to Tobermory save money and conserve energy.