



Residential market

Participant's Guide Supplement for Low-Income Households





Imagine energy differently

As part of its Energy Efficiency Plan, Énergir is offering the Supplement for Low-Income Households program to low-income households – owners of a single family home, duplex or triplex who are participating in one of its energy efficiency programs.

Cooperatives and non-profit housing organizations, as well as non-profit social community organizations that help needy clients, are also eligible for the program. For more information please consult the Participant's Guide at: energir.com/lowincome-supplement.

The *Participant's Guide* explains the criteria to be respected, the steps to follow, and includes the form to obtain the financial assistance.

Énergir encourages program participants to submit their request by e-mail.

Current participation conditions came into effect on **October 1, 2012**. Énergir reserves the right to modify or terminate the program at any time without prior notice. However, all applications accepted by Énergir before the end of the program will be processed. Énergir also reserves the right to interpret the terms and conditions of the program.



For more information

For more information, consult:

- your commercial representative
- energir.com
- the Program Manager:
514 719-8154
ronald.onarey@energir.com

To submit requests or for any administrative information regarding an application:

By e-mail:

energyefficiency@energir.com

By mail:

Énergir
Energy Efficiency Department
1717 du Havre
Montréal, Québec H2K 2X3

By fax:

514 598-3700

By phone:

514 598-3410



Program description
and objective

Program description and objective

The Financial Assistance Program: **Supplement for Low-Income Households** is designed for owners of a single family home, duplex or triplex.

The program offers such owners the possibility of obtaining supplementary financial assistance when they are participating in one of Énergir's energy efficiency programs.

Cooperatives and non-profit housing organizations, as well as non-profit social community organizations that help needy clients, are also eligible for the program. For more information please consult the Participant's Guide at: energir.com/lowincome-supplement.



Financial assistance

Financial assistance

The supplementary financial assistance is determined according to the energy efficiency program in which you are participating.

In the case of four out of the five Énergir residential energy efficiency programs, the supplementary assistance **doubles the financial assistance offered**. The supplementary grant offered by the program for the installation of programmable and smart thermostats is \$220.

Supplement for Low-Income Households

Residential Sector

Energy efficiency programs	Calculation of supplementary financial assistance	Supplementary financial assistance
Condensing hot water boiler	100% of financial assistance from energy efficiency program	Double the financial assistance from energy efficiency program
Tankless water heater		
Condensing combo system		
Programmable thermostat (\$25)	+ \$220	= \$245
Smart thermostat (\$100)	+ \$220	= \$320

For example, here is how the supplementary financial assistance is calculated for a low-income owner who is eligible for \$700 in financial assistance toward the purchase and installation of a condensing boiler.

Supplement for Low-Income Households

Residential Sector

Energy efficiency program	Calculation of supplementary financial assistance	Total financial assistance payable
Efficient boiler Financial assistance of \$700	100% of financial assistance from energy efficiency program	
\$700	+ \$700	= \$1,400



Eligibility criteria

1. Be a current or an about-to-be customer of Énergir

Note: In the case of about-to-be customers, the financial assistance will be paid once a Énergir account number has been established.

The eligible activity sectors are as follows:

- Single-family home
- Duplex or triplex

2. Be participating in one of Énergir’s energy efficiency programs:

- Electronic programmable thermostat
- Smart thermostat
- Condensing hot water boiler
- Tankless water heater
- Condensing combo system

3. Have family income¹ equal to or below the income threshold shown in the following table:

Table: Low income cut-off – 2018-2019

Size of family unit	Total income before taxes
1 person	\$29,139
2 persons	\$36,276
3 persons	\$44,597
4 persons	\$54,147
5 persons	\$61,412
6 persons	\$69,262
7 or more persons	\$77,113

Source: Low-income cut-offs (StatCan + 15%) "LICO-\$500K", excluding government transfers

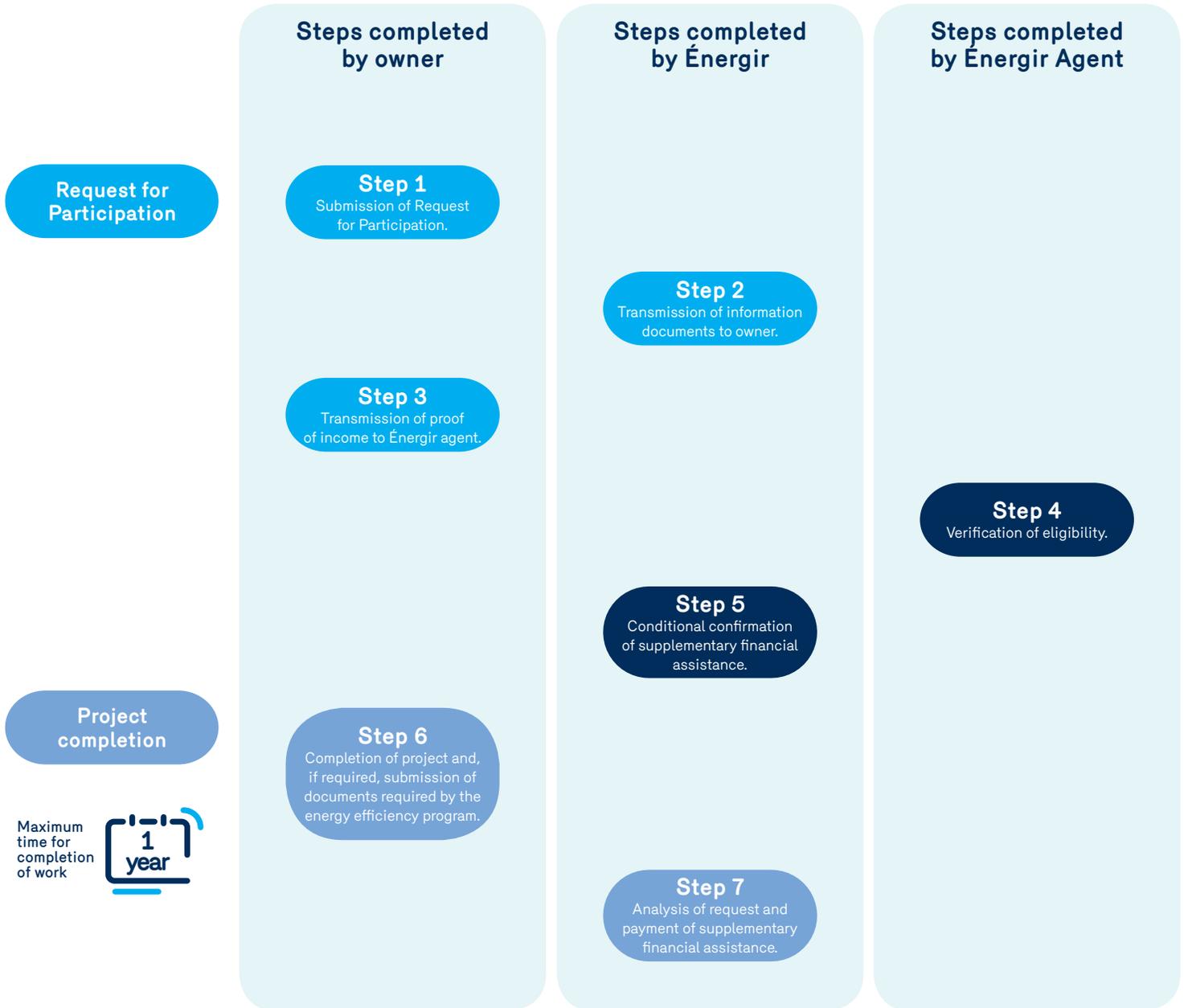
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¹ Household income includes the income of all those who live there.

Eligibility criteria

Supplement for Low-Income Households

Program completion steps (table)





Program completion steps

Program completion steps

Step 1

Submission of Request for Participation

- The owner must first be a participant in one of Énergir’s energy efficiency programs.
- The owner then submits a **Request for Participation** in the **Supplement for Low-Income Households** program (Form I) to Énergir before the start of work related to the energy efficiency program in which he is participating.

The start of work corresponds to the date the first contract is signed for work on the project. Énergir advises the owner that his request for participation has been accepted. The owner then has one year to complete the work.

The owner who is about to become a customer may submit a request to participate before having an account number.

Step 2

Transmission of information documents to owner

Once the Request for Participation has been submitted, the owner receives the steps to follow to qualify for the **Supplement for Low-Income Households** program.

Step 3

Transmission of proof of income to Énergir agent

The owner sends a copy of the proof of income documents to Énergir agent for verification.

Step 4

Verification of eligibility

The program agent verifies the eligibility of the owner who has requested participation in the program.

No personal information collected by the Program Agent is transmitted to Énergir.



Program completion steps

Step 5

Conditional confirmation of supplementary financial assistance

Énergir calculates the supplementary financial assistance the owner could receive once the work is completed.

At this stage, the supplementary financial assistance calculated is 'conditional'. The final calculation is based on the amount of financial assistance paid by Énergir under the energy efficiency program in which the owner is participating.

Step 6

Completion of project and, if required, submission of documents required by the energy efficiency program

- Once Énergir has accepted his request to participate, the owner has one year to complete the work. He must advise Énergir if he believes that deadline cannot be respected. Beyond that date, Énergir may refuse eligibility for additional financial assistance under the **Supplement for Low-Income Households** program.
- If an owner does not complete the work in the year following his request to participate in the **Supplement for Low-Income Households** program, but he still has time to complete the energy efficiency work, he may submit a new request for supplementary financial assistance for the same project.
- The time accorded an owner who is participating in the **Supplement for Low-Income Households** program to complete the work may not be extended beyond the time accorded to complete the work under the energy efficiency program in which he is participating.

Step 7

Analysis of request and payment of supplementary financial assistance

Énergir will make a final analysis of the request and pay the supplementary financial assistance to the owner.²

² The financial assistance from the energy efficiency program must have been paid before the analysis and the final calculation of the supplementary financial assistance under the **Supplement for Low-Income Households** program.



Form

If you use **Adobe Acrobat Reader DC** you can complete, send (by e-mail), print, and save the various forms. When you have completed the forms, hit the Send button and you will be directed to an e-mail. You can then write a message and also enclose your other documents before you send the e-mail to Énergir.

In order to avoid any software incompatibility problems that may occur with some files, it is strongly recommended that you download and save the forms on your computer before completing them.

Form I

• Request for Participation

Form