



# CLEAResult<sup>®</sup>

Enbridge's Home Winterproofing  
Program & IESO's Energy  
Affordability Program Overview



# CLEARResult delivers The Home Winterproofing Program (HWP) and Energy Affordability Program (EAP) - Powerful tools to help with bill costs



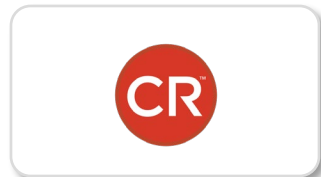
## Energy Affordability Program

- One of IESO’s conservation programs under the Save On Energy banner.
- Aimed at upgrading equipment that will save on electricity



## Home Winterproofing Program

- One of Enbridge’s many gas conservation programs
- Aimed at upgrading homes to lower their use of natural gas



## CLEARResult’s Role

- We are an energy efficiency company that helps run and deliver energy conservation programs
- One of a handful of authorized program delivery agents. **We service postal districts starting with L, N, M, & P**
- HWP On-Reserve is delivered by FNESL

## Quick Facts

- ✓ **Gas and electric upgrades.**The programs provide energy efficient equipment and home upgrades that help drive down consumption and bills
- ✓ **No cost to participate** . Both programs are completely cost covered and free to use
- ✓ **Programs are co-delivered.** Interested landlords and tenants can apply for one or both if they qualify and are interested
- ✓ **Renters welcome.** You don’t have to be a homeowner to qualify
- ✓ **Income based.** The programs are meant to help those most in need



# Upgrades are delivered on a case-by-case basis

	Basic Upgrades Installed on site during an in-home energy assessment						Comprehensive Upgrades Eligibility for these upgrades is assessed case by case and installs are coordinated separately from the initial visit					
	High Efficiency LED Light Bulbs	Efficient Water Taps	Efficient Water Showerheads	Drying Rack or Clothesline	Energy Saving Power Bars	Hot water tank insulation	Smart Thermostats	Energy Star Fridges / Freezers	Energy Star Dehumidifiers	Energy Star Window A/C	Insulation & Draft proofing	Heat Pump Systems
Single Detached Semi Detached Row/Town House	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓*#
Multi-Unit Bldgs.	✓	✓	✓	✓	✓		✓*	✓	✓	✓		

\* Only for electrically heated homes    # Duplexes & Triplexes qualify as well

- ✓ Basic upgrades are installed during the initial home visit. **Comprehensive upgrades are evaluated on a case-by-case basis.** They are only provided to homes that have older appliances and inadequate insulation.
- ✓ Building management can opt in and out of specific upgrades



# Here's how individuals can qualify:

## ELIGIBILITY CRITERIA

✓ An individual who owns, rents, or leases a residence, is listed as the primary or secondary utility account holder, AND meets ONE of the following criteria:

\$ Annual household income for all working adults in the home is below the limits in the table on the right



Received one of these benefits within the previous 12 months:

- Allowance for the Survivor
- Guaranteed Income Supplement
- Allowance for Seniors
- Ontario Works
- Ontario Disability Support Program (ODSP)
- Healthy Smiles Ontario Child Dental Program
- Low-Income Energy Assistance Program (LEAP) grant
- Ontario Electricity Support Program (OESP)

## ELIGIBLE INCOME THRESHOLDS

Household size	Before-tax Household Income
1	\$45,322
2	\$64,095
3	\$78,499
4	\$90,643
5	\$101,343
6	\$111,015
7+	\$119,910





Here's how Housing Providers can qualify their residents in bulk:

## Bulk Eligibility

- ✓ Property Address listed on The Housing Services Act of 2011

Or

- ✓ A non-profit / municipal entity that manages supportive housing, shelters, rural housing, or First Nation housing

Or

- ✓ A Non-Profit Co-op where 80% of members qualify individually

The screenshot shows the Ontario e-Laws website interface. At the top, there is a search bar with the text "SEARCH LAWS" and a "SEARCH" button. To the right of the search bar are links for "contact us" and "français", and a "Topics +" menu. Below the search bar, the breadcrumb trail reads "HOME PAGE / LAWS / O. REG. 368/11: DESIGNATED HOUSING PROJECTS - SECTION 68 OF THE ACT". The main content area displays the title "O. Reg. 368/11: DESIGNATED HOUSING PROJECTS - SECTION 68 OF THE ACT" under the "Housing Services Act, 2011, S.O. 2011, c. 6, Sched. 1". A "Versions" section lists the current version as "October 8, 2020 – (e-Laws currency date)", with previous versions from "February 15, 2018 – October 7, 2020" and "July 1, 2016 – February 14, 2018", and a link for "8 more". Below the versions are "Print" and "Download" buttons. At the bottom of the page, there is a "Français" link, the text "Housing Services Act, 2011", "ONTARIO REGULATION 368/11", "DESIGNATED HOUSING PROJECTS — SECTION 68 OF THE ACT", a "Consolidation Period" note, "Last amendment: 564/20.", "Legislative History: [+]", and a note that "This is the English version of a bilingual regulation."

# CR Program Steps

## 1 Initial Planning

- Explain and educate on the program
- Understand property portfolio
- Consent to upgrades

## 2 In-Home Assessments

- Install basic upgrades.
- Gather information about the units to determine eligibility for comprehensive upgrades.

## 3 Upgrade Eligibility

- Determine any additional upgrades the units qualify for
- Offer landlord or participant the chance to accept or decline further upgrades

## 4 Appliance and Insulation Installs (if eligible)

- Landlord/Participant contacted to coordinate appliance and/or weatherproofing
- Upgrades delivered and installed
- Final Insulation Assessment

## 5 Heat Pump Installs (if eligible)

- Pre-Inspection to scope out space
- Offer system to housing provider
- Coordinate installs in units

## 6 Savings Report

- We will provide you a full accounting of upgrades and savings



Here are two examples of how HWP and EAP has helped different properties:

## Townhome Property

- ✓ **Quick Stats:**
  - 73 townhouse unit complex
  - 72 units served with EAP / HWP assessments
  - 10 days of assessments (~8 units/day)
- ✓ **Upgrade highlights:**
  - 66 smart thermostats
  - 32 Fridges
  - 14 Freezers
- ✓ The program was widely well received by the members, and there was minimal issues navigating the new smart thermostats

## Apartment Building

- ✓ **Quick Stats:**
  - 86-unit apartment building
  - 86 units served with EAP only assessments
  - 8 days of assessments (~11 units/day)
- ✓ **Upgrade highlights:**
  - 99 LEDs bulbs
  - 74 Fridges
  - 5 Freezers
- ✓ "It's so worth it, tenants were super happy, and our assessors were very professional and courteous... every fridge we get for free is \$1,000 we do not have to spend and can redirect elsewhere"



We offer flexibility when delivering the program, and can accommodate your agency's individual needs and concerns

### Common concerns and how we can help address them

- ✔ **Don't want a specific measure installed?** Any measures that you do not consent to have installed at the property will not be installed. You can select/deselect measures when signing the landlord agreement.
- ✔ **Tenants may not be interested?** We understand that we may not be able to access all units due to tenant permission, and we can skip over units that do not consent. If a tenant is not home at the time of the visit (or the unit is vacant), the property manager can provide access to the unit for us to upgrade any landlord owned equipment.
- ✔ **Busy balancing multiple properties?** We can work on a schedule that works best for you and your team. This could mean completing assessments or deliveries on one property at a time, in a phased approach.
- ✔ **Concerns about on-site issues arising?** Our team is available and ready to help resolve any issues that may arise during the program process, to ensure the roll out is as smooth as possible for you.
- ✔ **Bottom line** - where possible, we will work with you to ensure the program meets your needs



**CR** We're looking forward to helping you participate!

## Key Program Benefits



No financial cost to participate



Manage energy bills and avoid future costs of replacing expensive equipment



Streamlined approach for accessing both electric and gas upgrades



Provides residents with actionable energy habits to help them better manage their utility consumption



Increased affordability / comfort reduce resident turnover



Build trust with your residents and enable easier buy-in for future building management initiatives



Reduce home water use

## Get in touch

**Andrew C.** (N Postal Codes)

**E-mail:** [Andrew.cole@clearesult.com](mailto:Andrew.cole@clearesult.com)

**Phone:** 437-887-0121

**Antonio C.**(L Postal Codes)

**E-mail:** [antonio.centritto@clearesult.com](mailto:antonio.centritto@clearesult.com)

**Phone:** 437-888-1193

**Tarzia A.** (P Postal Codes)

**E-mail:** [Tarzia.Ahmed@clearesult.com](mailto:Tarzia.Ahmed@clearesult.com)

**Phone:** 437-341-3127

**Akanksha S.** (M Postal Codes)

**E-mail:** [Akanksha.Sharma@clearesult.com](mailto:Akanksha.Sharma@clearesult.com)

**Phone:** 437-889-1893



# Question & Answer

