Energy Coaching Appointment Form

Free energy coaching services are available virtually to Toronto residents (homeowners and tenants) living in low-rise homes (detached, semi-detached, townhouse, row house or multiplex). This includes homes with secondary units, such as basement and laneway suites.

To request an appointment, fill out this form and email it to **energycoach@torontohydro.com**. We'll review it and contact you to schedule an energy coaching session.

What to expect

Whether you're just getting started or are already working on a home energy retrofit, our energy coaches can provide you with free personalized energy coaching services. Our support includes:

- Identifying energy-saving and electrification opportunities, such as electric heat pumps
- Helping you understand what incentive programs, offers and rebates you may qualify for
- Connecting you with trusted contractors, consultants and professionals through our Cleantech Services Directory

Contact information

Full name	
Phone number	
Email address	
What is your motivation for home energy upgrades? Select all that apply.	☐ Reduce greenhouse gas emissions ☐ Improve energy efficiency ☐ Lower energy costs ☐ Replace equipment that's near the end of its life ☐ Improve home comfort and/or safety ☐ Other (please specify): _____

Building information

Home address (including postal code)	
Building type	☐ Detached house ☐ Townhouse or row house ☐ Semi-detached house
Are you a homeowner or tenant?	☐ Homeowner ☐ Tenant
Approximate square footage of home (excluding basement)	
Approximate year built	☐ Before 1950 ☐ After 2000 ☐ Between 1950 and 2000

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Existing home equipment information

The following information will allow us to understand your home energy usage and provide more personalized guidance. Please fill this section out to the best of your ability.

Home heating details

Heating type	☐ Furnace with ducts ☐ Boiler with radiators ☐ Heat pump ☐ Electric baseboard ☐ Other (please specify): _____
Heating fuel source	☐ Natural gas ☐ Electric ☐ Other (please specify): _____
Heating equipment age (in years)	☐ Under five ☐ 5–10 ☐ 11–15 ☐ 15+ ☐ I don't know

Home cooling details

Cooling type	☐ Central air conditioner ☐ Ductless mini-split ☐ None ☐ Other (please specify): _____
Cooling equipment age (in years)	☐ Under five ☐ 5–10 ☐ 11–15 ☐ 15+ ☐ I don't know

Domestic hot water details

Water heating type	☐ Tankless water heater ☐ Tank water heater ☐ Heat pump water heater ☐ Other (please specify): _____
Water heating fuel source	☐ Natural gas ☐ Electric ☐ Other (please specify): _____
Water heating equipment age	☐ Under five ☐ 5–10 ☐ 11–15 ☐ 15+ ☐ I don't know

Additional details

Have you completed any of the following home energy upgrades? Select all that apply.	☐ Air sealing ☐ Attic insulation ☐ Basement insulation ☐ Doors and windows ☐ Whole home insulation ☐ Home energy audit/ EnerGuide audit

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Utility information (optional)

If you're not a Toronto Hydro customer, please leave the following fields blank.

Toronto Hydro account information	
Are you the primary Toronto Hydro account holder?	☐ Yes ☐ No (if no, please specify your relationship to the primary account holder): _____
Toronto Hydro account number	
Account holder name	
Service address (including postal code) If different than the one listed under the contact information section of this form.	
Phone number on file with Toronto Hydro If different than the one listed under the contact information section of this form.	
Email address on file with Toronto Hydro If different than the one listed under the contact information section of this form.	

Acknowledgment

Please read the following statements carefully and check the two boxes to confirm your understanding and agreement before submitting.

☐ I agree to the Terms and Conditions attached to this Energy Coaching Appointment Form ("Appointment Form") as Appendix A, and confirm that Toronto Hydro may collect, use, disclose or otherwise handle any information I provide, including that provided in this Appointment Form, for the provision of this service or related initiative, including, without limitation: (a) disclosure to the City of Toronto, Toronto Atmospheric Fund and Toronto Hydro's regulators, such as the Ontario Energy Board, the Independent Electricity System Operator, the Electrical Safety Authority and the Ontario Ministry of Energy and Electrification or their respective successors; and (b) Toronto Hydro's internal and external business purposes, including providing decarbonization and electrification support and all other uses as set out in Toronto Hydro's **Privacy Policy**.

☐ By opting to submit this form via email, I acknowledge that I accept the risk of email communications to and from Toronto Hydro not being encrypted or secure, and that the personal information contained in this form (including but not limited to name, service address, phone number, email address and Toronto Hydro account number) could be intercepted and/or read by unintended parties. Toronto Hydro accepts no liability for any loss and/or damages caused by unintended parties intercepting and/or reading email communications contained in this form.

*If you have any questions about the information collected on this form or the ways in which your personal information may be used, you can learn more at **torontohydro.com/privacypolicy** or you can call us at **416-542-8000** to request a copy of the Toronto Hydro Privacy Policy. Please see Toronto Hydro's Conditions of Service at **torontohydro.com/conditionsofservice** for terms and conditions.*

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Appendix A: Terms and conditions

By checking the box in the Acknowledgment section above, I acknowledge and agree that:

1. The information provided in this Appointment Form is true and correct.

2. I meet the eligibility requirements set out in the Appointment Form.

3. I represent and warrant that I have due authority and right over the address noted in this Appointment Form, and that I have the power, authority and capacity to submit this Appointment Form.

4. Toronto Hydro may contact me if any follow-up opportunities, surveys, studies, audits, evaluations or verifications in connection with this Appointment Form, Toronto Hydro's energy coaching services or other climate action initiatives arise.

5. The service providers listed in Toronto Hydro's Cleantech Services Directory or any other third parties to whom I may be referred during Toronto Hydro's energy coaching services operate independently of Toronto Hydro. There is no partnership, employment, agency or joint venture relationship between Toronto Hydro and any such third party. Referrals are provided solely for informational purposes. Toronto Hydro does not endorse, warrant or guarantee any third party, the quality of their work or the quality of their goods and services.

6. Notwithstanding any referral or advice I receive from Toronto Hydro, I am under no obligation to complete any project in connection with this Appointment Form or Toronto Hydro's energy coaching services. I assume all responsibility and liability for any project undertaken.

7. Notwithstanding any referral or advice I receive from Toronto Hydro with respect to third-party financial institutions, funding, rebates and/or incentives, I am under no obligation to seek third-party financing, funding, rebates and/or incentives for any project in connection with this Appointment Form or Toronto Hydro's energy coaching services. I am solely responsible for abiding by any terms and conditions associated with any financing, funding, rebates and/or incentives I may receive, including the repayment of any loans I may receive. Toronto Hydro does not provide any guarantee on the amount of financing, funding, rebates and/or incentives I may receive by completing any project. I acknowledge that Toronto Hydro may not provide an exhaustive list of financing, funding, rebates and/or incentives available to me.

8. Toronto Hydro does not make: (a) any representation or warranty as to the fitness for use of any such advice, products or services for their intended purpose or otherwise provided in connection with this Appointment Form or Toronto Hydro's energy coaching services; and (b) any guarantees as to the amount of any cost savings or other benefits described by Toronto Hydro in connection with this Appointment Form or Toronto Hydro's energy coaching services, as any cost savings or other benefits described are based on estimates.

9. I hereby fully, irrevocably and forever release, acquit and discharge Toronto Hydro, its affiliates and representatives and their respective successors, assigns, officers, employees, servants and agents, without qualification or limitation, from and against any and all claims, manner of actions, causes of actions, suits, losses, debts, dues, accounts, covenants, contracts, damages, costs, interest, damages, liabilities, applications, directives, third-party claims or actions of any nature or kind that I had, now have or may hereafter have, whether presently known or unknown, matured or unmatured, arising out of, relating to or resulting from the Appointment Form, Toronto Hydro's energy coaching services and any services and benefits provided by Toronto Hydro or to which Toronto Hydro refers me in connection with the Appointment Form and Toronto Hydro's energy coaching services. Toronto Hydro is not liable for any direct, indirect, special or consequential damages, costs or losses arising from the Appointment Form or Toronto Hydro's energy coaching services, whether in accordance with the manufacturer's instructions or otherwise, or from any actions, negligence or misconduct, howsoever arising.

10. Toronto Hydro is under no obligation to provide energy coaching services and it may, at any time in its sole discretion, terminate any appointment in connection with the Appointment Form, without liability.

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