

Heat Pump Assistance Program Participant Application



Application instructions

Complete all required fields in this Participant Application (“Application”) and submit it through email to heatpumpassistance@torontohydro.com. By submitting this Application, you acknowledge that, should your Application be accepted by Toronto Hydro, your participation in the program is contingent on your execution of a Participant Agreement (as well as your landlord’s execution of a Participant Agreement, as applicable).

For more information, please visit torontohydro.com/heatpumpassistance.

Program overview

Toronto Hydro’s Heat Pump Assistance Program (“Program”) helps eligible households transition to a more environmentally friendly heating and cooling option by providing electric heat pumps to homes currently using natural gas systems. As a participant in the Program, you will be randomly assigned to a study group as part of a research study conducted by Toronto Hydro and CLEAResult Canada Inc. (the “Program Operators”) and their co-researchers in exchange for active monitoring of your energy usage data for the length of the study (the “Study”).

1. Participant information

Full name (the “Participant”)	
Phone number	
Street address	
Unit number	
City/town	
Postal code	
Email address	
Is the Participant’s home owned or rented? If rented, please fill out section 2: <i>Property owner (Landlord) information.</i>	Owned Rented
Number of occupants over 18 years of age	
Are you or someone in your household listed as a primary or secondary account holder on your electricity bill?	Yes No
Toronto Hydro account number	
Enbridge account number	

2. Property owner (Landlord) information (if applicable)

Property owner full name (the “Landlord”)	
Phone number	
Street address	
Unit number	
City/town	
Postal code	
Email address	

3. Building information

Building type	Townhouse or row house Semi-detached	Detached
Approximate year of building construction		
Current building heating type	Electric	Natural gas Other
Do you use a natural gas forced air furnace with ducts?	Yes	No

4. Program eligibility criteria

In order to be deemed eligible to participate in the Program, the Applicant must meet all of the following Program eligibility criteria. Please check all of the boxes that apply to you.

Your total household income is equal to or below the maximum annual household income outlined in the **Program qualification criteria by household income and size** section, OR you've received one or more of the social assistance benefits outlined in the **Program qualification criteria by eligible benefit programs** section within the past 12 months.

You're the owner of, or primary resident living in, a single-family dwelling (detached, semi-detached, townhouse or row house) located in Toronto with a postal code beginning with 'M' (except M0R and M7R).

You've lived at the address for at least 12 months, and don't plan on moving within 12 months of when the equipment is installed.

You're a Toronto Hydro customer listed as a primary or secondary account holder on your Toronto Hydro bills.

Your current home heating system uses natural gas with central air ducts (equipment suitability to be confirmed at pre-inspection).

Your home is equipped with a functioning natural gas forced-air furnace.

Your home has a stable, secure and reliable Wi-Fi internet connection.

You don't have major renovations or demolitions scheduled to take place within the next year.

Program qualification criteria by household income and size

Number of occupants ^[1]	Before-tax household income ^[2]
1	\$47,090
2	\$66,595
3	\$81,561
4	\$94,179
5	\$105,295
6	\$115,345
7+	\$124,586

^[1]Only individuals over the age of 18 are considered occupants and should be factored into your assessment of total household income and size.

^[2]Before-tax household income in Canadian dollars for the previous tax year.

Program qualification criteria by eligible benefit programs

Please indicate if you currently receive or have received one or more of the following social assistance benefits within the past 12 months.

Allowance for the Survivor

Allowance for Seniors

A natural gas income-eligible Demand Side Management (DSM) program

Enbridge Gas Home Winterproofing Program (HWP)

Energy Affordability Program (EAP)

Guaranteed Income Supplement

Healthy Smiles Ontario Child Dental Program

Low-income Energy Assistance Program (LEAP)

Ontario Disability Support Program (ODSP)

Ontario Electricity Support Program (OESP)

Ontario Works

5. Application terms and conditions

By signing and submitting this Application, I, the Participant, acknowledge, agree, represent and warrant the following:

- i. **Accuracy of information:** The information provided in this Application is true and correct, and I understand that any willful dishonesty may result in a refusal of acceptance into the Program and/or a termination of my participation in the Program, should I be accepted.
- ii. **Eligibility:** I meet the eligibility requirements set out above.
- iii. **Verification of information:** The Program Operator may verify the representations and warranties I make in this Application, including my responses to the Program Eligibility Criteria in section 4 of the Application.
- iv. **Use of my information:** The Program Operator may collect, use, disclose or otherwise handle any information I provide, including that provided through this Application, the Green Button Connect My Data® (CMD) and Download my Data® (DMD) applications (the “Green Button™ Functionality”) and any and all reports, data, personal information, records showing historical energy use and consumption and other information (collectively with the Green Button™ Functionality, the “Participant Information”) for purposes relating to the operation, administration or assessment of this Application and implementation of the Program/Study, any initiative thereof and in connection with any reporting activities relating to the Program/Study, which shall include, without limitation: (a) sharing of Participant Information among the Program Operators and research collaborators, such as the University of Ottawa and the University of Calgary; (b) use by the Program Operators and research collaborators of the Participant Information provided by me to conduct the Study, to analyze and report on the Study results, including in academic journals, as well as for the purposes of creating surveys and modifying the Program/Study based on such surveys; (c) disclosure to the City of Toronto 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 (d) Toronto Hydro’s internal and external business purposes, including providing decarbonization and electrification support.

5. Application terms and conditions (continued)

- v. **Privacy protection:** Toronto Hydro is committed to protecting the personal information in its custody or control in accordance with applicable privacy laws and Toronto Hydro's Privacy Policy, incorporated herein by reference. I may access Toronto Hydro's Privacy Policy at torontohydro.com/privacypolicy. Notwithstanding anything to the contrary in this Application, I understand and agree that once the Participant Information has been provided to third parties, such as those described in section 5 iv., Toronto Hydro will have no control over and no responsibility for the third parties' use of the Participant Information. Toronto Hydro shall not be responsible for monitoring or taking any steps to ensure third parties are maintaining the confidentiality of Participant Information or are using the Participant Information as intended by me. Toronto Hydro shall itself retain a copy of the Participant Information for its internal business purposes, including providing decarbonization and electrification support. For clarity, if there is any conflict or inconsistency between the use of my Participant Information and the privacy terms in this Participant Agreement and Toronto Hydro's Privacy Policy, Toronto Hydro shall, in its sole discretion, determine the resolution of such conflict or inconsistency, and Toronto Hydro's decision shall be final and binding.
- vi. **Program communications:** The Program Operator may contact me in connection with this Application and the Program/Study, including for the purposes of proper administration, monitoring and verification of this Application and my participation in the Program/Study, and I will provide reasonable access to my records and the property for such purposes.
- vii. **Installations:** The Program Operators may, with my and/or my landlord's consent, install products, devices and other equipment ("Installations") required for my participation in the Program at my property at no cost to me. If I am offered such Installations, I will be asked to complete a Participant Agreement and to obtain my landlord's consent therein, as applicable. Toronto Hydro may refuse to provide any such products, devices or other equipment at any time and for any reason, including due to conditions in the home that would prevent safe installation, my failure to meet the Program terms and conditions (including this Application and a Participation Agreement) or a lack of Program funds. TORONTO HYDRO SHALL DETERMINE, AT ITS SOLE DISCRETION, WHICH INSTALLATIONS ARE ELIGIBLE FOR INSTALLATION AT THE PROPERTY.
- viii. **Program termination:** TORONTO HYDRO MAY TERMINATE MY PARTICIPATION IN THE PROGRAM/STUDY, AS WELL AS THE PROGRAM/STUDY ITSELF, AT ANY TIME AND AT ITS SOLE DISCRETION, WITHOUT ANY LIABILITY.
- ix. **Limitation of liability:** Toronto Hydro is not liable for any injury, damage or loss to persons or property, including but not limited to injury, damage or loss arising out of the collection and/or use of Participant Information and any economic loss, loss of goodwill, loss of profit or any direct, indirect, special or consequential damages, and any costs, losses, expenses, fines, liabilities, obligations, actions, causes of action, suits, proceedings, debts, penalties and demands of any nature or kind whatsoever, from or related to the Program/Study or otherwise, or from any actions, omissions, negligence or misconduct by Toronto Hydro or its representatives in connection with the Program/Study.
- x. **Authority to apply:** I have the power, authority and capacity to submit this Application.

I certify that I have read, understood and agree to be bound by all of the stipulations in section 5.

Full name of the Applicant (print)

Signature of the Applicant

Date signed