



TOTAL HOME ENERGY SAVINGS PROGRAM

Program Guidelines

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Énergie NB Power

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The Process

1. Book an initial Home Energy Evaluation of your home.

Visit our website or call us at 1 800 663-6272 to enroll in the Total Home Energy Savings Program and choose your service provider.

You must be the legal property owner or an agent duly authorized to act on the property owner's behalf in order to apply for the Total Home Energy Savings Program; you must remain the legal property owner for the duration of your participation in the program in order to receive incentives. Changes in ownership of the home make the participant and property ineligible.

Buildings eligible for incentives:

- Must be a residential property as defined under Part 9 of the National Building Code of Canada. Such properties would be no more than three (3) stories high, having a footprint of not more than 600 m² (6458 ft²). Single-family homes, detached, side-by-side, or row homes are eligible.
- Manufactured or Mobile dwellings on a permanent foundation (as defined under Part 9 of the *National Building Code of Canada*).
- Must be habitable, structurally sound and capable of receiving a home evaluation, as determined by a Certified Energy Advisor. The home must have all interior and exterior finishes in place (including, for example, siding and drywall for above grade walls) and have a functioning automated heating system, kitchen, and bathroom.
- Buildings that previously participated in any of Efficiency NB's programs (or NB Power's Home Insulation Energy Savings Program) and are still in need of upgrades.
- Homes must be at least six months old based on occupancy by the first homeowner.

Ineligible buildings include:

- Cottages and camps not lived in year-round.
- Multi-unit condominiums or apartment buildings with 3 or more units.
- Commercial buildings.
- Buildings that are not habitable, structurally sound or are not capable of receiving a home evaluation, as determined by a Certified Energy Advisor. (i.e. fire damage, uninhabitable, major renovation or construction in progress, etc.)

Once you schedule an appointment, a Certified Energy Advisor will come to your home to conduct an initial Home Energy Evaluation. The evaluation will be done as part of the Natural Resources Canada EnerGuide Rating System. The initial Home Energy Evaluation will take 2-3 hours to complete depending on the size and age of your home. Your advisor will take detailed measurements of your home, document your home's insulation, heating and cooling and ventilation systems, and complete a blower door test to measure air leakage.

Please note that NB Power takes safety very seriously and fully supports employees and contractors who refuse unsafe work. Our contractors can reschedule home energy evaluations in cases of inclement weather, at their discretion. In these situations, as much advanced notice as possible will be given.

2. Review your Renovation Upgrade Report.

Shortly after your initial Home Energy Evaluation, you'll receive a detailed report with prioritized recommendations to help you save energy and money along with an EnerGuide label showing the energy footprint of your home. Choose the projects you would like to complete from your report. If you have any questions during your project, contact your service organization. They will be happy to provide you with advice and guidance on many topics, including:

- How to use your Renovation Upgrade Report to its fullest;

- Understanding the science behind energy efficient home renovations;
- Identifying the upgrades and energy efficiency products that are right for you.
- Biomass burning equipment should be installed by a Wood Energy Technology Transfer (WETT) certified individual.

Rented equipment may be eligible with prior approval of the rental agreement by NB Power. Please see the Eligibility Criteria for currently approved rental agreements.

3. Complete the upgrades of your choice.

Keep receipts for all materials purchased and all work done as they will be required during your final Home Energy Evaluation. Products, equipment, and materials must be purchased new (not used). Energy efficiency upgrades must be listed separately and distinctly from non-program related items; upgrades should be itemized and not grouped together under an umbrella term.

Incentives will not be provided towards materials or equipment purchased as part of an expansion (or addition) to the house. An expansion or addition to a house is defined as an increase in the heated floor area (or volume) compared to what was measured at the time of the initial Home Energy Evaluation.

Unheated spaces are not eligible for incentives. Some examples of these spaces are: garages (attached or detached), unheated sun rooms, porches, or the underside of the roof in an attic with insulation on/in the floor (i.e. a “hot roof” application in a previously unheated space). Materials or equipment installed in an unheated space with the intention of making it a heated space are not eligible for incentives.

It is recommended that you contact your home insurance provider to ensure upgrades are covered by your policy.

“Do it yourself” installation of products is permissible only if all applicable codes and standards are met. Some upgrades may require a building permit, while others may require special certifications or licenses. Some examples are:

- Electrical work done by licensed electricians.
- Refrigeration work (like installing a heat pump) done by licensed Refrigeration and Air Conditioning Mechanics (RACM).
- For work involving natural gas equipment, a G1 or G2 gas technician license would be required.

4. Complete your final Home Energy Evaluation.

You have nine months from the date of your initial Home Energy Evaluation to complete your work and schedule a final Home Energy Evaluation. Once the work is complete, contact your Certified Energy Advisor or Service Organization to book your complimentary final Home Energy Evaluation.

During the final Home Energy Evaluation, your Certified Energy Advisor will verify any upgrades you completed, and perform a blower door test to measure the change in air tightness of your home. Your home will also receive an updated EnerGuide rating and label to reflect the work completed and the improved efficiency of your home.

To ensure you receive your incentives, make sure you save all your receipts relating to upgrades you completed and make sure program related purchases are recorded separately from other items.

5. Receive your incentive.

Incentives - Payments are usually received within 90 days of your final Home Energy Evaluation, but this can fluctuate based on the volume of participants in the program.

The fastest way to receive your incentive is by e-Transfer or direct deposit. Alternatively, the default option is to receive any applicable incentives by cheque, but this typically has longer processing times. Sign up for e-Transfer when you register for the program or contact NB Power if you are an existing participant. For more information or to sign up for direct deposit, please visit

www.saveenergy.nb.ca/directdeposit

Any measures receiving incentives under the Total Home Energy Savings Program are not eligible to receive incentives from any other NB Power program.

- Incentives will only be provided towards eligible materials and equipment according to the criteria outlined in this document.
- The total incentive provided to a participant cannot exceed the total costs of the energy efficiency upgrades.
- Only work done or products purchased after the date of the initial Home Energy Evaluation are eligible for incentives. Receipts and invoices must demonstrate this.
- The Covid19 pandemic sometimes causes energy evaluations to be rescheduled. The requirement immediately above still applies in these cases.

Re-enrollment

If you have previously participated in a home retrofit program and are planning more work in the future, you are welcome to participate again. When you re-enroll the fees and incentives available at that time will apply.

NB Power reserves the right to create an expiry date for the program or to modify or cancel program participation should funding change or cease to be available.

To contact NB Power, please call 1 800 663-6272 or online at saveenergynb.ca/totalhome

Canada Greener Homes Grant

The Canada Greener Homes Grant is administered by Natural Resources Canada. If you wish to participate in both the Total Home Energy Savings program and the Canada Greener Homes Grant, you should [register in the Total Home Energy Savings program](#) first. Then, after you have reviewed the Greener Homes program, you should register and pick the same Service Organization; it's a good idea to do this well before your energy evaluation.

If you choose to participate in the Canada Greener Homes Grant, you will be charged an additional \$150 + HST for your initial energy evaluation and \$100 + HST for your final energy evaluation. This additional cost covers the additional effort required of your energy advisor to process your Canada Greener Homes Grant file. This is an additional and separate process from the Total Home Energy Savings program.

Insulation

In the table below, incentive ranges have been minimized to save space. Participants will still receive the incremental incentive for adding insulation amounts that occur between the amounts shown.

Area	R-value added	Incentive (dollars per square foot)	Eligibility criteria and notes
Attic Minimum to add – R-15 Maximum post-upgrade – R-60	R-15	\$0.40	<ul style="list-style-type: none"> Incentives are available when you insulate a minimum of 20% of the total building component area, e.g. 20% of the total ceiling area, regardless of how many different types of ceiling/roof/attic spaces you have. Original insulation that is removed must be replaced and additional insulation must be added to qualify for incentives. <ul style="list-style-type: none"> For example: Basement Headers: If the existing R-20 is removed, R-40 must be added to qualify for an R-20 incentive. Incentives will be calculated based on the square footage of the surface area to which insulation was added. All measurements will be based on interior dimensions. R-values specified are nominal, not effective (not complete wall assemblies). Participants must provide legible copies of receipts/invoices. These receipts/invoices should have insulation recorded separately from other items not related to the program. Masonry, stone basement, and concrete block wall types have a reduced maximum incented r-value of R12. In general, with higher insulation values there is a risk that the wall may be subjected to damaging freeze-thaw cycles. Please ensure all areas to which insulation is added are accessible at the time of the Final Energy Evaluation.
	R-16	\$0.41	
	R-17	\$0.42	
	R-18	\$0.43	
	R-19	\$0.44	
	R-20	\$0.45	
	R-40	\$0.65	
R-60	\$0.85		
Exterior/Main Walls Minimum to add – R-7.5 Maximum post-upgrade – R-30	R-7.5	\$1.125	
	R-10	\$1.25	
	R-20	\$1.75	
	R-30	\$2.25	
Basement/Crawlspace Walls Minimum to add – R-10 Maximum post-upgrade – R-30	R-10	\$1.00	
	R-20	\$1.50	
	R-30	\$2.00	
Basement header insulation Minimum to add – R-20 Maximum post-upgrade – R-40	R-20	\$1.00	
	R-30	\$2.00	
	R-40	\$3.00	
Exposed floor insulation Minimum to add – R-10 Maximum post-upgrade – R-30	R-10	\$1.00	
	R-20	\$2.00	
	R-30	\$3.00	
Basement slab insulation Minimum to add – R-3.5 Maximum post-upgrade – R-20	R-3.5	\$0.55	
	R-10	\$1.20	
	R-20	\$2.20	

Space Heating Equipment

Installations must meet all applicable codes. **Equipment must meet specific criteria to be eligible for incentives. See Eligibility Criteria for details. Please note: if you are remaining in the same fuel type, you must upgrade to a more efficient system in order to receive an incentive.**

Heating Equipment	Incentive	I currently heat my home with:						
		Ducted Heat Pump	Electric Resistance*	Gas (Natural Gas, Propane)	Geothermal Heat Pump	Oil	Pellet	Wood
Central ducted air source heat pump	\$1,500	✓	✓	✓		✓	✓	✓
Furnace heat pump add on	\$1,000		✓	✓		✓	✓	✓
Gas boiler or furnace	\$500			✓		✓	✓	✓
Geothermal heat pump	\$2,000	✓	✓	✓		✓	✓	✓
Mini split heat pump	\$400	✓	✓	✓		✓	✓	✓
Multizone heat pump	\$350 per indoor head	✓	✓	✓		✓	✓	✓
Oil boiler or furnace	\$500					✓	✓	✓
Pellet stove	\$500	✓	✓	✓	✓	✓	✓	✓
Propane or natural gas fireplace insert	\$200			✓		✓	✓	✓
Wood or pellet boiler or furnace	\$500	✓	✓	✓	✓	✓	✓	✓
Wood or pellet fireplace insert	\$200	✓	✓	✓	✓	✓	✓	✓
Wood stove	\$200	✓	✓	✓	✓	✓	✓	✓

Water Heating Equipment

***Note:** Electric resistance heating includes baseboard, electric furnaces, electric boilers, radiant ceiling panels, etc.

Water Heating Equipment	Incentive	Eligibility criteria and notes
Condensing or instantaneous gas water heaters	\$350	<ul style="list-style-type: none"> Unit must be condensing or instantaneous type. Must be ENERGY STAR certified. Please use the ENERGY STAR directory for a list of eligible models: https://www.energystar.gov/productfinder/product/certified-water-heaters/results?SetLanguage=English&NRCAN=on
Drain water heat recovery	\$400	<ul style="list-style-type: none"> Must be certified under CSA B55.1. The equipment must have a heat recovery efficiency of greater than or equal to 42%. Qualifying drain water heat recovery systems can be found at Natural Resources Canada’s website, please visit: http://oee.nrcan.gc.ca/pml-lmp/index.cfm?language_langue=en&action=app%2Esearch-recherche&appliance=DWHR&attr=0
Heat pump water heater	\$550	<ul style="list-style-type: none"> Must be ENERGY STAR certified. Please use the ENERGY STAR directory for a list of eligible models: https://www.energystar.gov/productfinder/product/certified-water-heaters/results?SetLanguage=English&NRCAN=on
Solar water heater	\$1,100	<ul style="list-style-type: none"> Must be certified under the following CSA class: <ul style="list-style-type: none"> CSA class F379 Qualified solar domestic hot water systems can be found at Natural Resources Canada’s website – Performance directory of solar domestic hot water systems. https://www.nrcan.gc.ca/energy/energy-sources-distribution/renewables/solar-thermal/performance-directory-solar-domestic-hot-water-systems/7337 The solar domestic hot water system must be designed for year-round operation for domestic water use (although other applications like space heat may be incorporated into the design) The system must be installed according to industry best practice and manufacturer’s instructions. A minimum of R-3 pipe insulation must be installed on: <ul style="list-style-type: none"> The first 3 metres (10 feet) of the cold and full length of hot water piping (if accessible) connected to the conventional water heater. All piping connecting the solar storage tank to the solar collector. All piping connecting the solar storage tank to the conventional water heater.

Air Sealing

Incentives will be issued on a sliding scale between 10 and 25% for actual air leakage reduction achieved.

Air leakage reduction	Incentive	Eligibility criteria and notes
10%	\$250	<ul style="list-style-type: none"> Homes with an ACH (air changes per hour) of 3 or less at the time of the initial Home Energy Evaluation will not be eligible for the air sealing incentive. Incentives toward air sealing will not be available when there is a change to the volume of the home (i.e. adding an addition, changing from a flat ceiling to a cathedral ceiling).
15%	\$350	
20%	\$450	
25%	\$550	

Additional Upgrades

Upgrade	Incentive	Eligibility criteria and notes
Windows, doors & skylights ENERGY STAR (Version 5 - 2020)	\$50	<ul style="list-style-type: none"> Windows, doors and skylights must be certified ENERGY STAR Version 5.0 - 2020. Please select the appropriate product at the following links: <ul style="list-style-type: none"> Windows: http://oe.nrcan.gc.ca/pml-lmp/index.cfm?action=app.search-recherche&appliance=WINDOWS. Doors: http://oe.nrcan.gc.ca/pml-lmp/index.cfm?action=app.search-recherche&appliance=DOORS Skylights: http://oe.nrcan.gc.ca/pml-lmp/index.cfm?action=app.search-recherche&appliance=SKYLIGHTS Inserting an ENERGY STAR certified window, door, or skylight into an existing rough opening qualifies for incentives. However, replacing the glass, sash, or door without a frame or jamb is not eligible for incentives. Incentive amounts are calculated per rough opening, not per number of window panes/units. For example, a bay window with three window units installed into one rough opening is eligible for only one incentive. Each certified model comes with a temporary label/sticker showing ENERGY STAR certification and energy performance parameters. Keep these stickers until your final Home Energy Evaluation is complete. The invoice from the window manufacturer also shows ENERGY STAR certification and energy performance parameters.
Heat recovery ventilator	\$200	<ul style="list-style-type: none"> Must be ENERGY STAR certified. Please visit the ENERGY STAR directory: http://oe.nrcan.gc.ca/pml-lmp/index.cfm?action=app.search-recherche&appliance=HERV Heat recovery ventilators and energy recovery ventilators qualify. Incentives only available for homes that do not currently have a heat or energy recovery ventilator. Incentives are available towards a maximum of two heat recovery ventilators per participant.

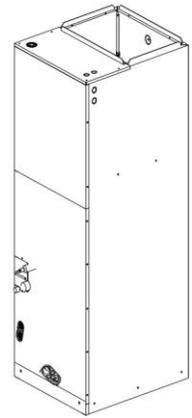
- | | | |
|---------------------------------|-------|---|
| Variable speed pool pump | \$100 | <ul style="list-style-type: none"> • Must be ENERGY STAR certified. Please visit the ENERGY STAR directory: https://www.energystar.gov/productfinder/product/certified-pool-pumps/results?SetLanguage=English&NRCAN=on • Must be multispeed or variable speed. |
|---------------------------------|-------|---|

Solar Photovoltaic	\$200 per kW	<ul style="list-style-type: none"> • Projects must meet the requirements of NB Power’s net metering program. These requirements can be found here: https://www.nbpower.com/en/products-services/net-metering/ • Please keep documentation such as receipts or invoices from contractors that contain the following information. Alternatively, an NB Power Net Metering application contains this required information. <ul style="list-style-type: none"> ○ Manufacturer ○ Model number ○ Total number of panels ○ Wattage of each panel <p>Note: Check with your utility for the requirements of connecting renewable energy generation (such as solar) to the grid. For NB Power customers, these requirements can be found in the Net Metering Program rules at the link above. For off-grid participants, please contact your Certified Energy Advisor who will help determine if your system is eligible. For off-grid participants, the core requirement is approval from the Department of Public Safety Technical Inspection Services; this is to ensure the system meets the requirements of the Canadian Electrical Code.</p>
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Space Heating System Eligibility Criteria

Central ducted air source heat pumps

- Eligible systems are large heat pumps sized to meet the bulk of the home’s heating load. The indoor unit looks something like the image at right (note that these systems can be installed horizontally).
- Eligible systems must have values equal or greater than the following:
 - Heating Season Performance Factor (HSPF) of 8.3 (Region V)
 - Seasonal Energy Efficiency Ratio (SEER) of 15
- For a list of eligible products, please visit the Air Conditioning, Heating, and Refrigeration Institute (AHRI) directory: <https://www.ahridirectory.org/Search/SearchHome?ReturnUrl=%2f>. The HSPF values shown on the directory are for Region IV and can be converted to Region V by dividing by 1.15. Filter by the values above to find eligible systems.



Furnace heat pump add on

- Must be ENERGY STAR certified. To find eligible products, use the Consortium For Energy Efficiency directory (make sure to check the “ENERGY STAR” box): <https://www.ahridirectory.org/Search/SearchForm?programId=69&searchTypeId=4>
- Some furnace heat pump add on units can qualify for ENERGY STAR certification regardless of the furnace they are installed with, while others require specific furnaces to be labeled ENERGY STAR. Make sure that your indoor unit/outdoor unit/furnace combination qualifies for ENERGY STAR by using the directory above.

Note: In the CEE directory above, a blank “furnace” field indicates that the furnace heat pump add on qualifies for ENERGY STAR regardless of the furnace it is installed with.

Geothermal heat pumps

- Must be ENERGY STAR certified. For a list of eligible products, please visit the ENERGY STAR directory: <https://www.energystar.gov/productfinder/product/certified-geothermal-heat-pumps/results?SetLanguage=English&NRCAN=on>

Efficiency and emissions requirements of combustion equipment

Equipment	Gas (propane or natural gas)	Oil
Boiler	90% (AFUE, ENERGY STAR)	87% (AFUE, ENERGY STAR)
Furnace	95% (AFUE, ENERGY STAR)	85% (AFUE, ENERGY STAR)

Eligible combustion appliance product lists

- For gas boilers, please visit the ENERGY STAR directory: <https://www.energystar.gov/productfinder/product/certified-boilers/results?SetLanguage=English&NRCAN=on>
- For gas furnaces, please visit the ENERGY STAR directory: <https://www.energystar.gov/productfinder/product/certified-furnaces/results?SetLanguage=English&NRCAN=on>
- For oil boilers, please visit the ENERGY STAR directory: <https://www.energystar.gov/productfinder/product/certified-boilers/results>
- For oil furnaces, please visit the ENERGY STAR directory: <https://www.energystar.gov/productfinder/product/certified-furnaces/results?SetLanguage=English&NRCAN=on>

Propane or natural gas fireplace inserts

- Eligible propane or natural gas fireplace inserts must have an efficiency of 70% or higher.
- Natural Resources Canada maintains a directory of propane or natural gas fireplace inserts. Use the directory to filter for systems that have an efficiency of at least 70%. https://oee.nrcan.gc.ca/pml-imp/index.cfm?action=app.search-recherche&appliance=FIREPLACE_G

Wood or pellet stoves, furnaces, boilers, or fireplace inserts

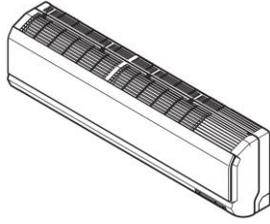
- Eligible wood/pellet equipment must meet either the CSA-B415.1-10 or the US EPA 40CFR Part 60 AAA standard. Eligible wood/pellet systems can be found on the United States Environmental Protection Agency's Certified Wood Stove Database: <https://cfpub.epa.gov/oarweb/woodstove/index.cfm?fuseaction=app.about>
- All wood/pellet systems must be installed by a Wood Energy Technology Transfer (WETT) certified professional that has either "Technician" or "Sweep" certification. Alternatively, an installation can occur by a non-WETT certified installer; however, the entire system must be subsequently inspected and approved by a WETT certified inspector. The invoice or receipt from the installer should have the name of the WETT certified individual or company.
- Outdoor wood or pellet furnaces, boilers or stoves are not eligible for incentives.

Mini-split and multizone heat pumps

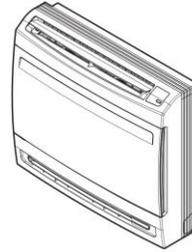
Like all other upgrades, participants must follow all applicable codes, bylaws, and regulations when installing mini split or multizone heat pumps. Visit SaveEnergyNB.ca for information on what to look for when choosing a contractor.

The following are representative images of the indoor equipment types that receive incentives in the "Mini split heat pump" incentive category:

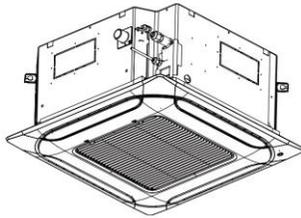
Ductless wall mounted systems



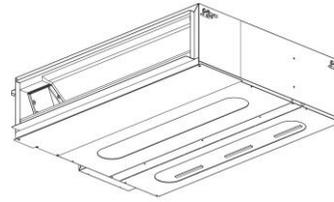
Console wall mounted systems



Ceiling cassette systems



Compact ducted or low/mid/high static ducted or concealed ducted units



Mini split heat pumps

- Must be on the NB Power Eligible Mini Split Heat Pump product list: www.saveenergy.nb.ca/eligibleheatpumps

All units on this list meet the following eligibility criteria:

- Must have an HSPF (region V) ≥ 8.7
- Must have a SEER ≥ 18.0
- ENERGY STAR (version 5.0) certified
- Be rated by the manufacturer for operation at or below -25°C
- The system is found in the “Variable-Speed Mini-Split and Multi-Split Heat Pumps” product category of the Air Conditioning, Heating, and Refrigeration Institute (AHRI) directory.
- Incentives are provided for complete systems where the make, indoor model number, and outdoor model number match a given AHRI number.

Multizone heat pumps

Incentives towards multizone heat pumps are provided based on the number of indoor heads connected to one outdoor unit. Eligible multizone systems are new, stand-alone systems, not additions onto systems that previously existed in the home. To be eligible for incentives, multizone systems must be installed within the home, not in unheated spaces such as garages, sunrooms, etc. Only systems with more than one indoor unit are eligible for incentives as multizone heat pumps. If an outdoor unit designed to function as a multizone system is installed with only one indoor unit, it will be eligible for incentives as a mini split heat pump or central heat pump, assuming all other criteria are met.

- Must be on the NB Power Eligible Multizone Heat Pump product list: www.saveenergy.nb.ca/eligibleheatpumps

All units on this list meet the following eligibility criteria:

- Must have an HSPF (region V) ≥ 8.7
- Must have a SEER ≥ 18.0
- Be rated by the manufacturer for operation at or below -25°C
- The system is found in the “Variable-Speed Mini-Split and Multi-Split Heat Pumps” product category of the Air Conditioning, Heating, and Refrigeration Institute (AHRI) directory.
- Incentives are provided for complete systems where the make and outdoor model number match a given AHRI number.

To be eligible for incentives towards a mini split or multizone heat pump, the following is required on the receipt:

- Contractor name
- Indoor and outdoor model numbers
- Manufacturer
- AHRI number

Disclaimers:

- NB Power does not endorse any particular contractor nor does it endorse any particular eligible product.
- NB Power makes no representation or warranty with respect to the quality of their work, the competitiveness of their pricing, or the quality of any product. NB Power does not offer warranty or provide service to any products sold or installed pursuant to the program.
- All manufacturers’ warranties apply, and all customers should consider obtaining a labour warranty with any installation.
- Customers are encouraged to obtain three quotes and references prior to selecting any contractor.
- Customers will deal directly with the contractor when product/install issues occur.
- Participants should make necessary inquiries on their own behalf as to certification and qualifications of any contractor prior to performance of any work.
- All quality and performance concerns and questions related to the installation work should be directed to the contractor. All quality and performance concerns and questions related to the product should be directed to the contractor or manufacturer.

** NB Power strongly recommends having a well-insulated home prior to purchasing and installing a heat pump.*

Rented Equipment

Rented equipment may be eligible if the rental agreement has prior approval from NB Power. The companies below have rental agreements approved by NB Power. Please call 1 800 663-6272 to obtain prior approval for any rental agreement not present below. Please note that all other program requirements still apply towards rented equipment; this includes installation requirements, efficiency standards, and certifications, among other things. Please have the completed rental agreement, filled out and signed by all parties, present for the Final Energy Evaluation.

- Liberty NB
- Saint John Energy
- Perth Andover Electric Light Commission