TOTAL HOME ENERGY SAVINGS PROGRAM

Program Guidelines

Énergie NB Power
energy smart

smart grid
smart habits
smart solutions

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 homeowner to apply for the Total Home Energy Savings Program.

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 m^2 (6458 ft^2). 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 2010*).
- Must be habitable, structurally sound and capable of receiving a home evaluation, as determined by a Certified Energy Advisor.
- 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.

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.)

Please note: Homes having up to two units, such as granny suites or homes with an adjacent rental unit, may be eligible to participate in the program. If there is an interior doorway connecting the two units, the property may be treated as a single registration. If there is not an interior doorway connecting the two units, but each unit otherwise meets the requirements of the program, please register each unit separately. Eligibility will be determined by NB Power and its Service Providers.

Once you schedule an appointment, a Certified Energy Advisor will come to your home to conduct an initial Home Energy Evaluation. 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. Participants will also have the option to receive free energy-saving products like LED light bulbs, water-efficient shower heads, faucet aerators and pipe wrap through the Direct Install component depending on eligibility.

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. You will also receive a helpful summary report from NB Power, providing details on potential incentive amounts. 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.

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.

Incentives will not be provided towards Primary Upgrades or Add-Ons 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.

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.

5. Receive your incentive.

Incentives - Payments are made by cheque and are usually received within six to eight weeks of your final Home Energy Evaluation. Financial incentives may be reduced at the time of payment to recover any arrears owing on NB Power Accounts. Any measures receiving incentives under the Total Home Energy Savings Program are not eligible to receive incentives from any other NB Power program.

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.

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. Please note that re-enrollment does not allow bundling with Primary Upgrades that were previously completed. When you re-enroll the fees and incentives available at that time will apply.

To contact NB Power, please call 1 800 663-6272 or online at **nbpower.com/energysmart**.

More upgrades, **more savings**.

Complete two or more "Primary Upgrades" and your choice of "Add-Ons" to maximize your savings and receive even higher incentives.

PRIMARY UPGRADES
Attic/Ceiling/Sloped Ceiling insulation
Basement/Crawlspace insulation
Exterior/Main wall insulation
Space heating equipment
Water heating equipment

ADD-ONS
Windows and doors
Air sealing
Heat recovery ventilation
Drain water heat recovery
Variable speed pool pump
Wood or pellet fireplace insert
Gas fireplace insert
Basement header insulation
Exposed floor insulation
Basement slab insulation

CONDITIONAL ADD-ONS
Solar PV

Incentives

GOOD	BETTER	BEST
0-1 Primary Upgrades	2 Primary Upgrades	3+ Primary Upgrades
Any/No Add-Ons*	Any/No Add-Ons	Any/No Add-Ons

**Conditional Add-Ons are not included in this category.*

Primary Upgrade – Insulation

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. R-values specified are nominal, not effective (not complete wall assemblies). Homeowners must provide legible copies of receipts/invoices at the time of the final Home Energy Evaluation. 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.
Must meet specific criteria to be eligible for incentives; see Eligibility Criteria for details.

Area	R-value added	Good (0-1 Primary Upgrades $/ft^2)	Better (2 Primary Upgrades $/ft^2)	Best (3+ Primary Upgrades $/ft^2)
Attic Minimum to add – R-20 Maximum post-upgrade – R-60	R-20	$0.15	$0.30	$0.45
	R-21	$0.155	$0.31	$0.463
	R-22	$0.16	$0.32	$0.475
	R-23	$0.165	$0.33	$0.488
	R-24	$0.17	$0.34	$0.50
	R-25	$0.175	$0.35	$0.513
	R-26	$0.18	$0.36	$0.525
	R-27	$0.185	$0.37	$0.538
	R-28	$0.19	$0.38	$0.55
	R-29	$0.195	$0.39	$0.563
	R-30	$0.20	$0.40	$0.575
	R-40	$0.25	$0.50	$0.70
	R-50	$0.30	$0.60	$0.825
	R-60	$0.35	$0.70	$0.95
Sloped/Cathedral Ceiling Minimum to add – R-10 Maximum post-upgrade – R-30	R-10	$0.50	$1.00	$1.25
	R-20	$1.00	$1.50	$1.75
	R-30	$1.50	$2.00	$2.25
Exterior/Main Walls Minimum to add – R-10 Maximum post-upgrade – R-30	R-10	$0.50	$1.00	$1.25
	R-20	$1.00	$1.50	$1.75
	R-30	$1.50	$2.00	$2.25
Basement/Crawlspace Minimum to add – R-10 Maximum post-upgrade – R-30	R-10	$0.50	$0.75	$1.00
	R-20	$1.00	$1.25	$1.50
	R-30	$1.50	$1.75	$2.00

Primary Upgrade – Space Heating Equipment

Installations must meet all applicable codes. "Replacement" means the home currently has the piece of equipment; the participant must upgrade to a more efficient model. "New" means the home does not have the equipment installed currently; the equipment will be a change in heating system technology. **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.**

Eligible Primary Upgrade	Good	Better	Best	I currently heat my home with:						
	(0-1 Primary Upgrades)	(2 Primary Upgrades)	(3+ Primary Upgrades)	Ducted Air Source Heat Pump	Electric Resistance	Gas (Natural Gas, Propane)	Geothermal Heat Pump	Oil	Pellet	Wood
Central ducted air source heat pump - New	$1,500	$1,600	$1,750		√	√		√	√	√
Central ducted air source heat pump - Replacement	$500	$600	$700	√						
Ductless mini split heat pump	$400	$500	$700	√	√	√		√	√	√
Furnace heat pump add on	$1,000	$1,100	$1,200		√	√		√	√	√
Gas boiler or furnace	$500	$600	$700			√		√	√	√
Geothermal heat pump - New	$4,000	$4,500	$5,000	√	√	√		√	√	√
Geothermal heat pump - Replacement	$1,000	$1,100	$1,200				√			
Oil boiler or furnace	$500	$600	$700					√	√	√
Pellet stove	$500	$600	$700	√	√	√	√	√	√	√
Wood or pellet boiler or furnace	$500	$600	$700	√	√	√	√	√	√	√
Wood stove	$200	$250	$300	√	√	√	√	√	√	√

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

Primary Upgrade – Water Heating Equipment

Equipment must meet specific criteria to be eligible for incentives. See Eligibility Criteria for details.

Eligible Primary Upgrade	Good (0-1 Primary Upgrades)	Better (2 Primary Upgrades)	Best (3+ Primary Upgrades)
Solar water heater	$1,100	$1,200	$1,250
Heat pump water heater	$350	$400	$550
Condensing or instantaneous gas water heaters	$350	$400	$550

Add-Ons – Products, Insulation, Air Sealing

Combine your Add-Ons with two or more Primary Upgrades to increase your incentive. 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. **Equipment must meet specific criteria to be eligible for incentives. See Eligibility Criteria for details.**

Eligible Add-On	R-Value Added	Good (0-1 Primary Upgrades, $/ft^2)	Better (2 Primary Upgrades, $/ft^2)	Best (3+ Primary Upgrades, $/ft^2)
Basement header insulation Minimum to add – R-20 Maximum post-upgrade – R-40	**R-20**	$.50	$0.75	$1.00
	R-30	$1.50	$1.75	$2.00
	R-40	$2.50	$2.75	$3.00
Exposed floor insulation Minimum to add – R-10 Maximum post-upgrade – R-30	**R-10**	$.50	$0.75	$1.00
	R-20	$1.50	$1.75	$2.00
	R-30	$2.50	$2.75	$3.00
Basement slab insulation Minimum to add – R-4 Maximum post-upgrade – R-20	**R-4**	$.20	$0.40	$0.60
	R-12	$1.00	$1.20	$1.40
	R-20	$1.80	$2.00	$2.20

Eligible Add-On	Good (0-1 Primary Upgrades, price per unit)	Better (2 Primary Upgrades, price per unit)	Best (3+ Primary Upgrades, price per unit)
Windows, doors & skylights	$30	$40	$50
Heat recovery ventilator	$200	$300	$400
Drain water heat recovery	$200	$300	$400
Variable speed pool pump	$100	$200	$300
Wood or pellet fireplace insert	$200	$250	$300
Gas fireplace insert	$200	$250	$300

Add-Ons – Air Sealing

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

Air leakage reduction	Good (0-1 Primary Upgrades)	Better (2 Primary Upgrades)	Best (3+ Primary Upgrades)
10%	$50	$150	$250
15%	$150	$250	$350
20%	$250	$350	$450
25%	$350	$450	$550

Conditional Add-Ons

To access incentives for Solar Photovoltaic in the “Good” category, your home must meet certain minimum insulation levels at the time of the initial energy evaluation. **Equipment must meet specific criteria to be eligible for incentives. See Eligibility Criteria for details.**

Eligible Add-On	Good (0-1 Primary Upgrades, $/kW)	Better (2 Primary Upgrades, $/kW)	Best (3+ Primary Upgrades, $/kW)
Solar Photovoltaic	$200*	$250	$300

** Please see required conditions in the **Eligibility Criteria**.*

Direct Install Component

Participants in the *Total Home Energy Savings Program* will be given the option to have free energy-saving products installed at the time of their initial Home Energy Evaluation, depending on eligibility as determined by an Energy Advisor. Participants are encouraged to
take advantage of the free products to achieve additional energy savings, but are not required to accept them.

Eligibility

To receive the energy-saving products, homeowners must agree to the removal and disposal of existing light bulbs, shower heads, and/or faucet aerators from their home by the Energy Advisor. Products will be installed by the Energy Advisor at the time of the initial Home Energy Evaluation; product will not be left with the homeowner for self-installation. Access to these energy-saving products is subject to product availability.

Measures

The following products will be offered to program participants. Participants are not required to accept all of the products to participate, however a **minimum of two measures** must be performed.

Upgrade	Product or Measure	Specifications	Item to be replaced	Max
Lighting	LED Bulb	Min 5 bulbs*; ENERGY STAR® certified, 25,000 hrs.	min 60 watt incandescent/halogen	20
Water Heating	Water-efficient showerhead	Max 1.5 gpm	Standard showerhead (2.2gpm+)	n/a
	Pipe wrap	Min 6 ft. on hot water side	To be installed on uninsulated water pipe	16 ft.
	Kitchen faucet aerator	Max 1.5 gpm	To be installed on faucet without existing aerator	–
	Bathroom faucet aerator	Max 1.5 gpm	To be installed on faucet without existing aerator	–

**Every 5 LED bulbs installed counts as a measure.*

Liability

By agreeing to accept free products and free installation, the homeowner assumes responsibility for any cost associated with replacement of unsatisfactory items.

Example

Jane knows she wants a ductless mini-split heat pump, and her initial Home Energy Evaluation identified three windows that could be replaced. She also has R-20 in her attic (1,000 ft^2) and an unfinished basement (1,000 ft^2) but she wasn't sure about the cost until her report showed how much energy she could save. In order to get the most benefit from the program, she performs all the upgrades at the same time to take advantage of the bundling incentives NB Power has to offer.

GOOD If Jane performs 1 Primary Upgrade:	**BETTER** If Jane combines 2 Primary Upgrades:	**BEST** If Jane combines 3 Primary Upgrades:
Ductless mini split heat pump ($400)	Ductless mini split heat pump ($500)	Ductless mini split heat pump ($700)
	+ 3Windows ($120)	+ 3 Windows ($150)
+ 3 Windows ($90)	+ R-30 attic ($400)	+ R-30 attic ($575)
		+ R-24 basement ($1,700)
= $490 incentive	**= $1,020 incentive**	**= $3,125 incentive**

Eligibility Criteria

Insulation

- 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.
- In the tables above, 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.
    - Original insulation that is removed must be replaced and additional insulation must be added to qualify for incentives.
    - For example: *Basement Headers: If the existing R-20 is removed, R-40 must be added to qualify for an R-20 incentive.*
- 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.
- R-values specified are nominal, not effective (not complete wall assemblies).
- Homeowners must provide legible copies of receipts/invoices.
- Masonry and stone basement wall types may reduce the maximum incented r-value.

Central ducted air source heat pumps

- Consortium for Energy Efficiency (CEE) Tier 3 (for ducted split systems, Heating Season Performance Factor (HSPF) region V equal to or greater than 8.7) *or* ENERGY STAR Most Efficient (for ducted package systems HSPF equal or greater than 7.1 region V). For a list of eligible products, please visit the Consortium for Energy Efficiency (CEE) directory: https://www.ahridirectory.org/Search/SearchForm?programId=69&searchTypeId=4 or ENERGY STAR Most Efficient 2018 at: https://www.energystar.gov/index.cfm?c=most_efficient.me_cac_ashp

Furnace heat pump add on

- Must be ENERGY STAR qualified. 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 qualified. 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
- The system must be installed by a Canadian Geoexchange Coalition (CGC) qualified installer. The system must be certified by the CGC. Please see the website of the CGC for steps to have your system certified. The letter of certification must be submitted to receive incentives. http://www.geo-exchange.ca/en/accreditation_program_description_p34.php

Efficiency and emissions requirements of combustion equipment

Equipment	Gas (propane or natural gas)	Oil	Wood or pellet	Emissions Requirement (wood or pellet equipment)
Boiler	90% (AFUE, ENERGY STAR)	87% (AFUE, ENERGY STAR)	75%	Less than 4.5 g/hr total filterable particulate matter (TPM) or less than 0.4 g/megajoule(MJ) TPM
Furnace	95% (AFUE, ENERGY STAR)	85% (AFUE, ENERGY STAR)	75%	Less than 4.5 g/hr or 0.4 g/MJ for TPM
Stove	–	–	75%	Less than 4.5 g/hr TPM
Fireplace Insert	70% (Fireplace Efficiency)	–	75%	–

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

- 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 WETT certificate must be provided to the Certified Energy Advisor at the time of the final Home Energy Evaluation.
- Outdoor wood or pellet furnaces, boilers or stoves are not eligible for incentives.
- There is no directory of eligible wood-fired central heating systems, however NB Power does maintain a list of products that have qualified for the program to date. To verify if a wood-fired system is eligible, contact your Service Provider or NB Power *BEFORE* you install the system.

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 gas fireplace inserts, use the Natural Resources Canada Directory: http://oee.nrcan.gc.ca/pml-lmp/index.cfm?action=app.search-recherche&appliance=FIREPLACE_G
- 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

Heat pump water heaters

- Must be ENERGY STAR certified (Energy Factor (EF) greater than or equal to 2 or 2.2, depending on tank volume). 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
- Only eligible for participants with a forced air central heating system with a supply and return vent in the room where the equipment is located. The Certified Energy Advisor can determine if the home is suitable.

Condensing and instantaneous gas water heaters

- Unit must be condensing or instantaneous type.
- Must be ENERGY STAR qualified with an Energy Factor greater than or equal to 0.90. 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 heating systems

- Must be certified under the following CSA class:
  - 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. http://www.nrcan.gc.ca/energy/renewable-electricity/solar-thermal/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 is installed according to industry best practice and manufacturer's instructions.
- A minimum of R-3 pipe insulation is installed on:
  - 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.

Windows, doors & skylights

- Windows must be ENERGY STAR qualified for climate zone 3. Please select the appropriate window type at: http://oee.nrcan.gc.ca/pml-lmp/index.cfm?action=app.search-recherche&appliance=WINDOWS.
- Doors and skylights must be ENERGY STAR qualified for climate zone 3. For doors, visit the ENERGY STAR directory at: http://oee.nrcan.gc.ca/pml-lmp/index.cfm?action=app.search-recherche&appliance=DOORS For skylights, visit the ENERGY STAR directory at: http://oee.nrcan.gc.ca/pml-lmp/index.cfm?action=app.search-recherche&appliance=SKYLIGHTS
- Inserting an ENERGY STAR qualified window unit into the rough opening of an old window 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 qualified model comes with a temporary label/sticker showing the appropriate ENERGY STAR climate zones. Keep these stickers until your final Home Energy Evaluation is complete.

Air Sealing

- Incentives will be issued on a sliding scale between 10 and 25% for actual air leakage reduction achieved. Homes with an ACH (air changes per hour) of 3 or less will not be eligible for the air sealing incentive.

Heat Recovery Ventilator

- Must be ENERGY STAR certified. Please visit the ENERGY STAR directory: http://oee.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.

Drain water heat recovery

- 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

Variable speed pool pumps

- Must be ENERGY STAR qualified. 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

- To access incentives for Solar Photovoltaic in the "Good" category, your home must meet certain minimum insulation levels at the time of the initial energy evaluation:
    - Attic: R40 throughout
    - Basement: R20 throughout
    - Exterior/Main Walls: R20 throughout
- 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.
    - Manufacturer
    - Model number
    - Total number of panels

- Wattage of each panel

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 customers, please contact your Certified Energy Advisor who will help determine if your system is eligible.

Ductless Mini-split Heat Pumps

Must be purchased from a contractor on NB Power's Participating Contractor Network and installed by a contractor on NB Power's Participating Contractor Network. The heat pump cannot be installed by the participant. **Homeowners who do not use a contractor from our Contractor Network or install a model that is not on the list of qualified models will not be eligible for any incentives.**

To be included in NB Power's Participating Heating Contractor Network, interested parties must agree to the terms and conditions of the program and show they employ technicians and electricians who hold the appropriate certifications and licenses required to install ductless heat pumps in the Province of New Brunswick.

- Must be on the NB Power Eligible Heat Pump product list: https://www.nbpower.com/media/817671/eligible-products-list-may-10-2018-en.pdf

All units on this list meet the following eligibility criteria:

- Must have an HSPF (region V) ≥ 8.7
- Must have an SEER ≥ 18.0
- ENERGY STAR (version 5.0) qualified
- Be rated by the manufacturer for operation at or below -25 °C

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

- Contractor name
- Heat pump technician
- Licensed electrician
- Manufacturer
- Indoor and outdoor model numbers
- AHRI number

Disclaimers:

- NB Power does not endorse any particular participating 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.
- Homeowners should make necessary inquiries on their own behalf as to certification and qualifications of any participating contractor prior to performance of any work.

- All quality and performance concerns and questions related to the installation work should be directed to the participating contractor. All quality and performance concerns and questions related to the product should be directed to the participating contractor or manufacturer.

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