

IESO Save On Energy Heating and Cooling Incentive (HCI) Program

Frequently Asked Questions (FAQ)

February 26, 2019

1. **Are multiple single split and or multi split air source heat pumps installed in the same residence that currently has electric resistance heat, eligible for the applicable rebate?**
 - a. Yes, so long as all other [program eligibility criteria](#) are met.
2. **What is the threshold for considering a project or job under the residential or commercial banner?**
 - a. Must be an individual that is at least 18 years old or a business classified as a general service <50kW account, and all other [program eligibility criteria](#) are met.
3. **Are homes heated with both natural gas (NG) and electric resistance heating eligible for the applied rebate?**
 - a. To be eligible, ASHPs have to be installed in a home or business that uses electricity as its primary heating source (i.e. 70% or more of the total heating load), and all other [program eligibility criteria](#) are met.
4. **Are multi unit residential buildings (e.g. condo building) where each units are individually owned qualifies for the rebate?**
 - a. Yes, so long as all other [program eligibility criteria](#) are met, and the Program Participant is either an individual that is at least 18 years old or a business classified as a general service <50kW account. To be clear, only small businesses with residential-type systems are eligible. A condo building with a central HVAC system for all units would not be eligible.
5. **Are multiple residential homes owned by a single individual eligible for the applied rebates?**
 - a. Yes, if all [program eligibility criteria](#) for each site are met, multiple properties owned by the same person are eligible.
6. **Are multi unit residential buildings owned by a corporation and or an individual eligible for the applicable rebates**
 - a. Yes, so long as all other [program eligibility criteria](#) are met, and the Program Participant is either an individual that is at least 18 years old or a business classified as a general service <50kW account. To be clear, only small businesses with residential-type systems are eligible. A condo building with a central HVAC system for all units would not be eligible. The ownership of a home (e.g. corporation, individual, or other) is not the criteria for eligibility.
7. **Are additions/single rooms that are separately heated by electric resistance eligible for the applicable rebate?**
 - a. To be eligible, ASHPs have to be installed in a home or business that uses electricity as its primary heating source (i.e. 70% or more of the total heating load), and all other [program eligibility criteria](#) are met. This minimum 70% threshold applies to the entire house, not just a single room.
8. **Is there a requirement for an energy audit prior to and or post installation of a qualified heat pump?**
 - a. No pre- or post -audits are required for participation in the Save on Energy Heating and Cooling Program.
9. **Are homes currently heated with heat pumps of any kind (air source, ground source etc.) eligible for the applicable rebates?**
 - a. Yes, so long as all other [program eligibility criteria](#) are met.
10. **What are the portals available to participating contractors for rebate claims submission?**
 - b. Contractors are allowed to use the HCI program portal for all rebate claim submissions applicable.

- This Rebate offer is controlled by IESO and not by Mitsubishi Electric. Availability is subject to cancellation or change without notice. Claims made under the rebate program will be decided entirely and finally by IESO according to their own criteria, and without involvement by Mitsubishi Electric. Mitsubishi Electric assumes no liability whatsoever for any claims made under the rebate program.