



Switch

Simplifying the switch to a greener future

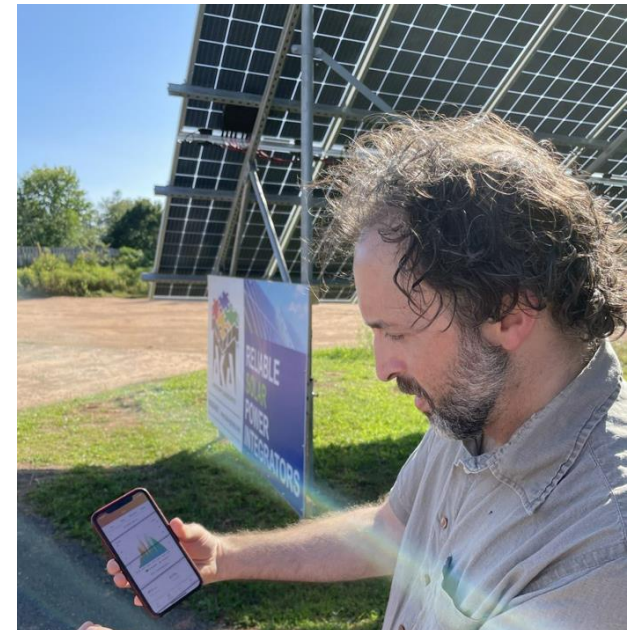
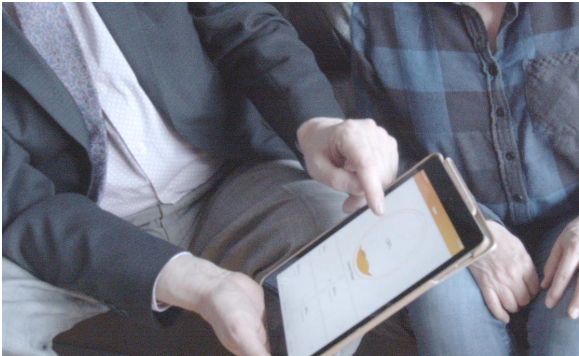
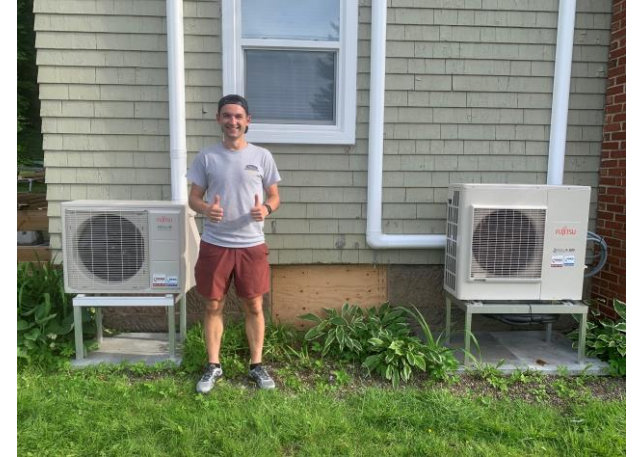
Committed
Projects
615

Completed
Projects
435

Projects
Financed
\$9.0M

Annual
Savings
\$1.1M

Annual GHG
Reductions
1700



Switch Program Contractor Session

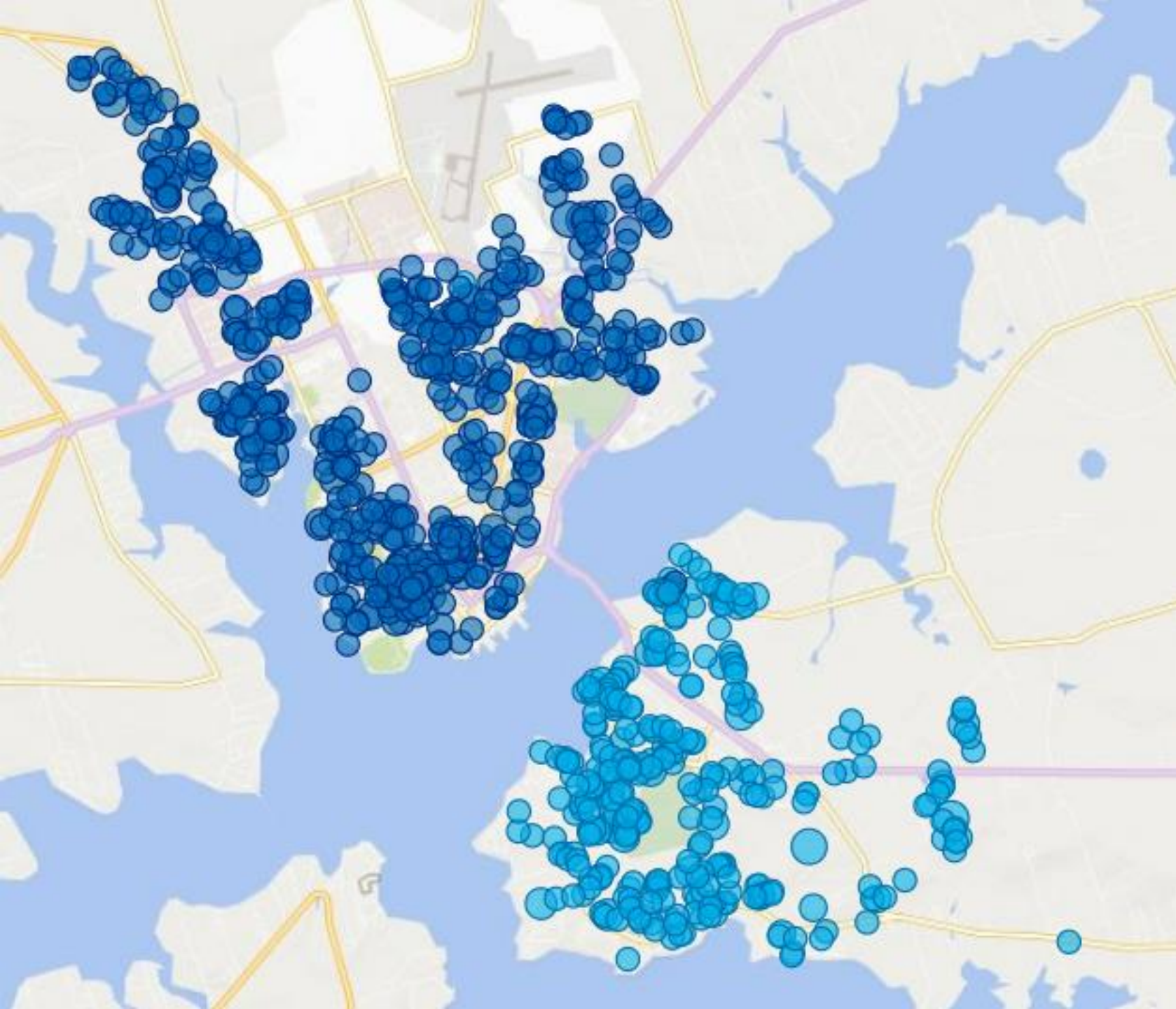
1. Switch Program Overview
2. Program Update
3. 10 Frequently Asked Questions
4. Questions
5. How to Contact Us



Switch Program

- Residential financing at 0%
- Up to \$40k per home for insulation, heat pumps, solar, etc.
- No up front costs to homeowners
- User pay model (5% admin fee)
- Savings exceed loan repayments
- Energy concierge service





Switch Charlottetown Switch Stratford

January 2023
(18 Months Since Launch)

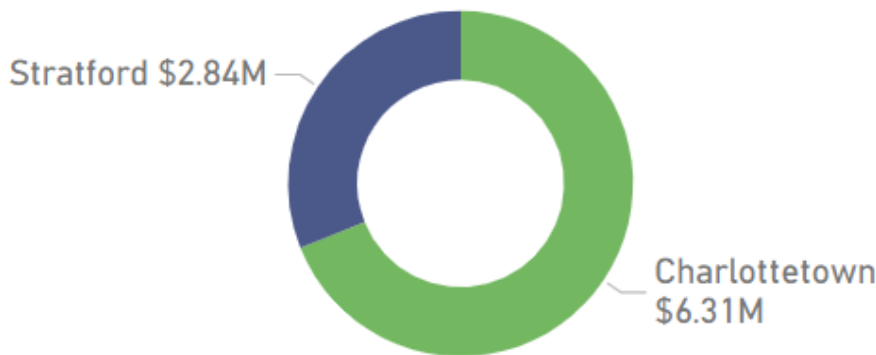
1200+ participants
600+ projects started
450+ projects completed

\$8M in energy upgrades
\$1M in annual savings

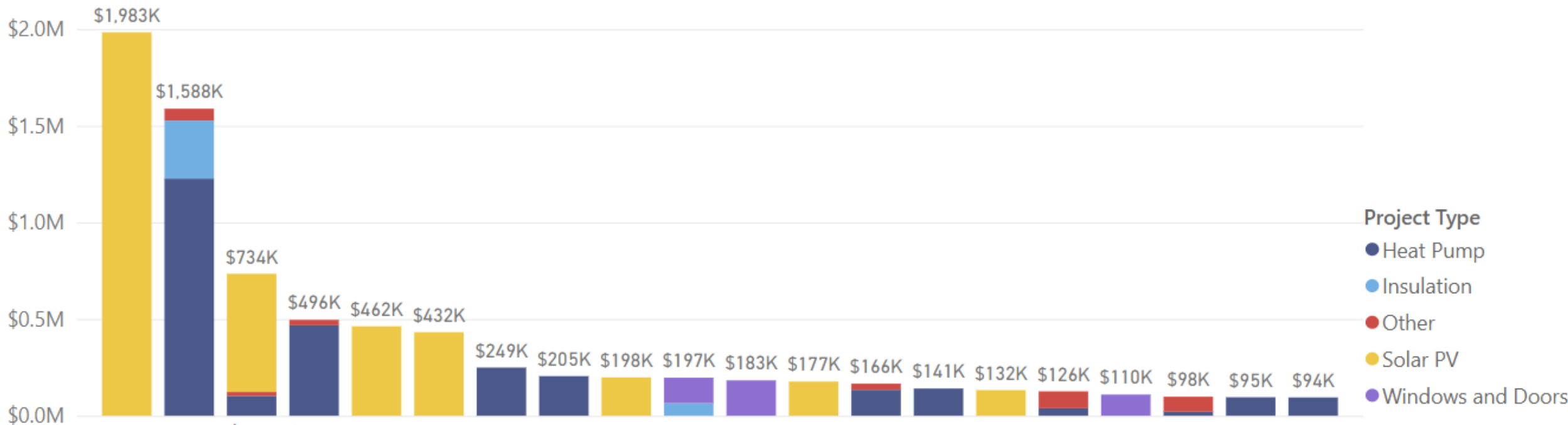
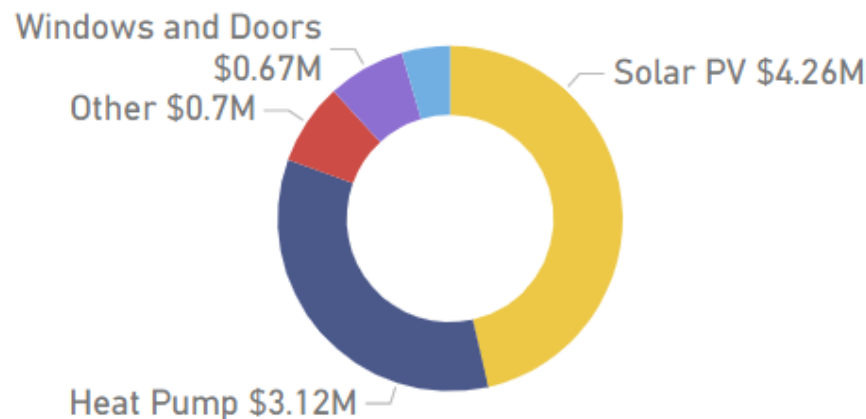
**1500 tons in annual GHG
reductions**

**3% to 5%
of homes per year!!**

Switch Contractor Breakdown



Total Quotes
635
Total Quote Value
\$9.16M



News & Updates

- Stratford program has re-launched as of January 9th 2023 (was paused)
- Stratford has ~\$1M to operate for another 2-3 months as is
- Charlottetown has ~\$2M to operate for another 4-6 months as is
- EPEI is now allowing Switch heat pump contractors to take advantage of Point-of-sale rebates



Frequently Asked Questions

1. What do I need to be a Switch contractor?
2. How does the contractor list work?
3. Who do I send my quotes/invoices to?
4. When am I approved to start work?
5. Can contractors be paid deposits?
6. Who pays me, and how long does it take?
7. Which homeowners are eligible?
8. Which projects are eligible?
9. How do rebates work within the program?
10. What about changes from quote to invoice?



1. What do I need to be a Switch contractor?
2. How does the contractor list work?

CONTRACTOR ONBOARDING

From contractors, we need...

- 1 | Your **Worker's Compensation Board** certificate clearly indicating your current coverage.
 - 2 | An up-to-date **Business Insurance Certificate** showing that coverage is current.
 - 3 | The contractor **Onboarding Information form** to be emailed to you on first contact with Switch.
 - 4 | A void **cheque**.
- *Additional for working in Charlottetown:**
- 5 | The City of Charlottetown's **Vendor and Payment Registration Form**.



Once we receive these things and you are approved, you will be added to our list of contractors to send out to new participants.

These abbreviated lists include 3 contractors at a time, selected at random - so while you won't see your name on every list that goes out, you will be on the master list from which these smaller lists are generated.

3. Who do I send my quotes/invoices to?

- Send quotes and invoices to your customer (the homeowner)
- Homeowners will share them with the Switch program
- Feel free to copy us on these emails or email us directly
- BUT... contractors can't sign participation agreements or certificates of completion on a homeowner's behalf
- Call us at the program if you want an update on any project



4. When am I approved to start work?



To receive project approval, we must first ensure that...

- 1 | The contractor is onboarded.
- 2 | The participant has completed their home energy assessment.
- 3 | Rebates have been pre-approved where necessary.
- 4 | The municipality has looked over your project and agreed to finance it.

After these steps are completed by the program, we will give the project a final approval by emailing the homeowner and contractor with clear directions to start work.

Any projects started before this approval email are not likely to be approved for financing.

5. Can contractors be paid deposits?

- No, all project payments occur after the project is 100% completed and certificate of completion is signed by both the contractor and the homeowner
- By default, the contractor is paid in full and rebates are to be collected by the homeowner (contractors may benefit from not carrying rebates)
- Homeowners may choose to pay a deposit or partial payment to a contractor on their own terms but we require the quote and invoice to reflect this type of adjustment



6. Who pays me, and how long does it take?

- The Municipality will pay the contractor directly for the financed work
- 90% of Projects are Paid within 30 days, 99% within 60 days
- Certificate of Completion must be signed to initiate payment
- If a quote exceeds a homeowner’s financing limit, there may be a portion for the homeowner to pay directly to the contractor as well

Here is a list of our solutions for **PAYMENT DELAYS**.

Issues	Solutions
COC was not signed.	We have increased our diligence on following up with ageing files and introduced timing standards.
Waiting for other jobs to be completed.	Large installations with multiple jobs are now listed as separate projects with individual pay schedules.
Payment stuck with the municipalities.	We have streamlined our payment process through consultation with the municipalities.
Incorrect invoicing.	We have clarified our invoicing process.

7. Which homeowners are eligible?

8. Which projects are eligible?



Homeowners in
Charlottetown and
Stratford



Residents who are not
behind on property tax and
utility payments



Heat pumps



Exterior windows and doors



Insulation and air sealing



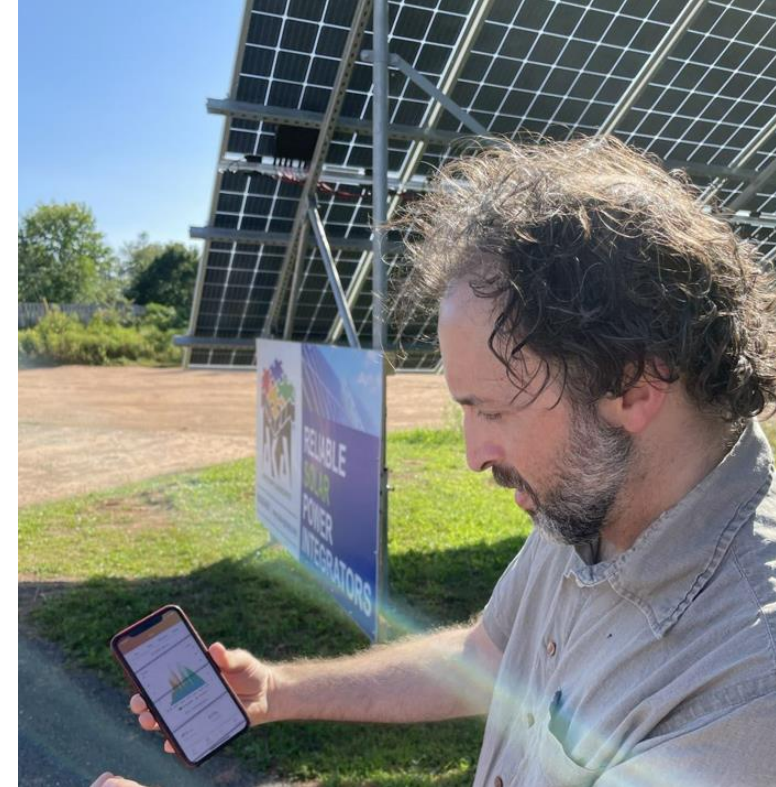
Solar panels and solar water
heaters



Other home energy efficiency
upgrades

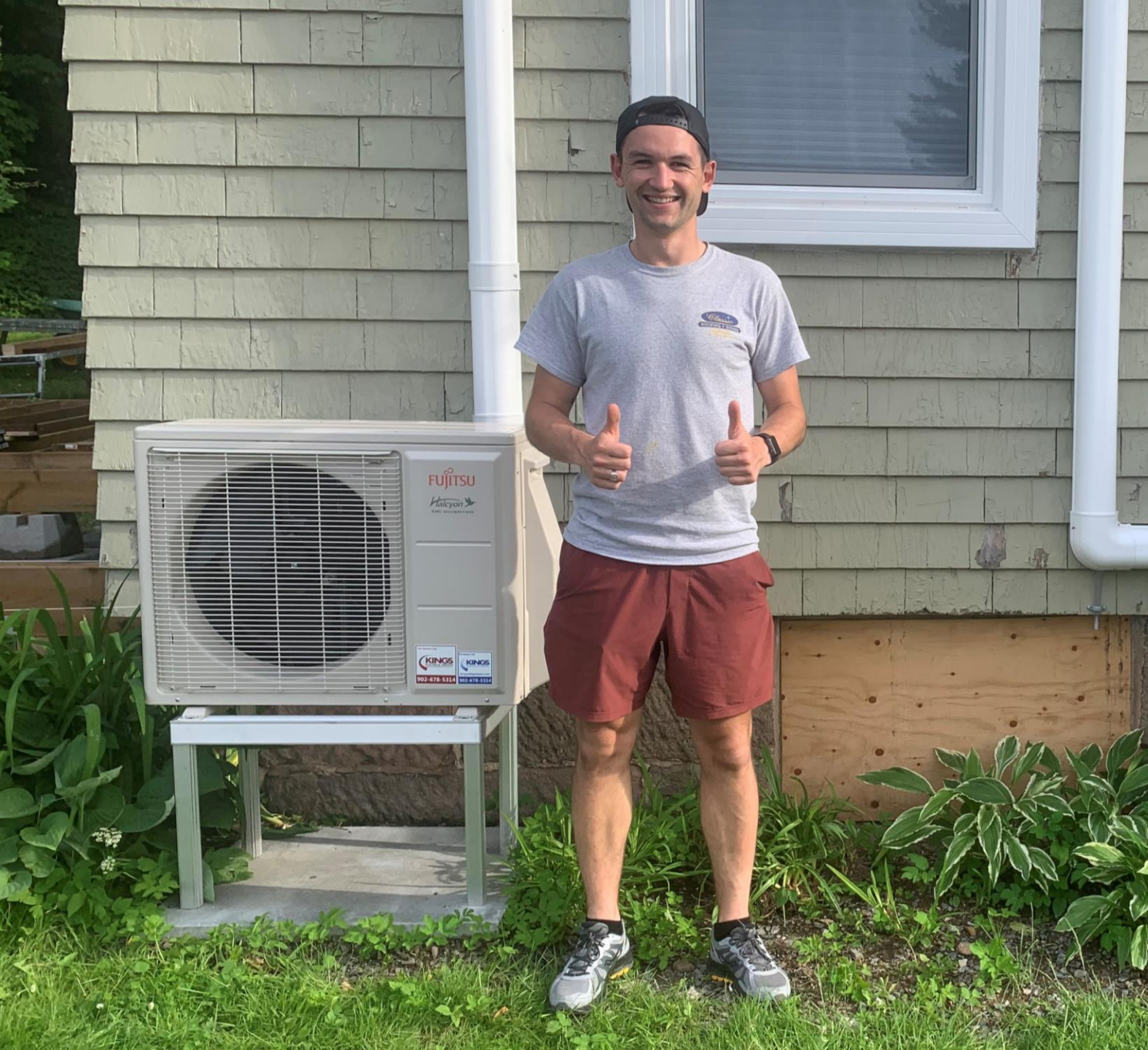
9. How do rebates work within the program?

- **By default**, the contractor is paid in full and rebates are to be collected by the homeowner
 - Greener Homes Grant
 - EPEI rebates for insulation, heat pumps, etc.
- **Exception 1:** we require EPEI solar rebates to be assigned to Charlottetown or Stratford
 - Homeowners sign a consent form for this before their project is approved
 - EPEI pays Charlottetown or Stratford directly and the funds are applied to the homeowner's loan
 - Contractor is still paid in full at the completion of the project
- **Exception 2:** Point-of-sale program for heat pumps at EPEI (if contractors wish)
 - Must be reflected on the quote and invoice



10. What about changes from quote to invoice?

- Financing is pre-approved based on contractor quotes
- Homeowners are limited in the financing they can access
- Reductions in cost from quote to invoice are OK
- Increases in cost from quote to invoice <5% of quote total are OK but we require an explanation on the signed Certificate of Completion
- Increases in cost from quote to invoice >5% will require the project to be re-approved under an amended participation agreement – there is no guarantee that this will be approved



QUESTIONS?

Switch Charlottetown

902-629-0355

info@switchcharlottetown.ca

www.switchcharlottetown.ca

Switch Stratford

902-706-4042

info@switchstratford.ca

www.switchstratford.ca





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