



## What is the domestic hot water rebate?

C3 and the Government of Alberta are working towards improving energy efficiency in Alberta. The provincial government is providing up to \$300 in rebates to Albertans who replace their current hot water system with a qualifying model:

- \$250 for an ENERGY STAR® qualified instantaneous (tankless), gas-fired water heater with an energy factor (EF) of 0.82 or higher;
- \$300 for an ENERGY STAR® qualified instantaneous (tankless), gas-fired water heater with an EF of 0.90 or higher; or
- \$300 for a gas-storage water heater that has a thermal efficiency of 90% or higher

Some municipalities offer additional rebates. This will be automatically calculated when you enter your postal code, whether you apply online or with a paper application. For a complete list of all available furnace/boiler rebate sources, amounts and eligibility dates, [click here](#).

## What is an instantaneous (tankless) water heater?

To learn more about instantaneous (tankless) water heaters, [click here](#).

## What is a condensing hot water heater?

A condensing hot water heater is the most energy-efficient tank-style water heater and thus costs less to operate than a standard storage-type water heater. In simplest terms, a condensing hot water heater recaptures the heat of the flue gases that normally get vented out; so less heat is lost out of the tank. Less heat lost equals less money wasted along with reduced greenhouse gas emissions.

## How do I know if I'm eligible?

Please refer to the [Application Requirements](#) to see a full listing of the prerequisites to receive the rebate.

## How do I apply for the rebate?

This depends on whether or not you have participated in the federal ecoENERGY Retrofit Program. If you have, no application is necessary for the provincial rebate as we receive information from the federal government indicating who has completed upgrades. We will automatically send you a cheque.

If you have not participated in the federal program, you will need to submit an application either online or by paper. To do this, click "Apply Now" on the main page. For further help with the application process, [go here](#).

Residents of Medicine Hat and Lac La Biche County must complete an application either online or by paper to be eligible for their municipal rebate.

## I have purchased an ENERGY STAR® domestic hot water system that is not in the drop-down list of eligible models but believe it meets the eligibility criteria. Whom should I contact?

Please email your manufacturer and model information to [myrebates@ClimateChangeCentral.com](mailto:myrebates@ClimateChangeCentral.com). You may also phone our call centre at 1-888-537-7202. Our list of eligible models is based upon information we receive from NRCan. Once we have received your information, we will confirm the model eligibility with NRCan directly and provide you with a response.

## Can I apply for more than one domestic hot water system?

Yes, for each ENERGY STAR® qualified clothes washer you purchase and install in Alberta, you are eligible for a provincial rebate. A separate application is required for each clothes washer.

Residents from the City of Leduc and Lac La Biche County are limited to one furnace/boiler municipal rebate per household. Residents from the City of Medicine Hat are limited to one HAT Smart II rebate per household.

## Does this apply to new houses?

No. Units installed in newly constructed homes are NOT eligible for this rebate.

## When can I expect to see my money?

Online applications require at least eight weeks to process and deliver your rebate cheque if approved. Be advised, paper applications take two to three weeks longer to process. If you have access to the internet, we encourage you to use our online application as you will be able to set up an account and track the progress of your application from start to finish.

For those who participate in the federal ecoENERGY Retrofit Program, applications may take longer as Natural Resources Canada has indicated that processing of federal grants will not start until September, 2011. C3 will receive the necessary information to process the provincial rebate thereafter.

## I still have a question. Whom can I contact?

Email your inquiry to [myrebates@ClimateChangeCentral.com](mailto:myrebates@ClimateChangeCentral.com). Please allow two business days for an email response. You may also phone our call centre Monday to Friday (9am - 6pm MT) at 1-888-537-7202.