



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.

What is the domestic hot water rebate?

Climate Change Central 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 participate in the federal government's ecoENERGY Retrofit Program and replace their existing domestic hot water system with a qualifying model.

What is the ecoENERGY Retrofit Program?

Natural Resources Canada (NRCan) is offering a residential energy efficiency assessment service to owners of single family homes, including detached, semi-detached and low-rise multi-unit residential buildings. Under the ecoENERGY Retrofit Program, property owners can qualify for federal grants by improving the energy efficiency of their homes. NRCan-certified energy advisors conduct a detailed on-site assessment of your home's energy use. This is called a pre-retrofit evaluation. You will receive a personalized report, including a checklist of recommended retrofits. The report also provides respective grant amounts you can receive for each eligible upgrade. You have 18 months to complete the recommended upgrades (either yourself or through a contractor). The energy advisor returns for a post-retrofit evaluation to validate your improvements. The advisor fills out all necessary paperwork and sends it to the federal government on your behalf. You then wait for your federal grant money to arrive in the mail. Please note grant money will not be awarded for upgrades made prior to the pre-retrofit assessment. For a list of available federal grants, click [here](#).

If my hot water heater breaks down during the heating season, can I replace it before the pre-retrofit evaluation?

Yes. The federal government has announced that, if your hot water heater breaks down between October 15, 2009 and March 30, 2010, and you have documentation stating it cannot be repaired, you can arrange an emergency replacement prior to undergoing a pre-retrofit evaluation and still qualify for a federal grant and provincial rebate. To be eligible, you must call a service organization to book a pre-retrofit evaluation within five calendar days of replacing the heater with an eligible model and schedule the evaluation to take place within 30 days of the installation. For more information on the federal government's Emergency Heating System Replacement policy please [click here](#).

How do I know if I'm eligible for the ecoENERGY Retrofit Program?

Please visit the federal government's website to determine [ecoENERGY Retrofit Program requirements](#).

How do I apply for the provincial rebate?

Climate Change Central receives information from the federal government indicating who has completed upgrades and a post-retrofit evaluation in the province of Alberta. No application for the rebate is required. You will automatically receive a rebate cheque from Climate Change Central on behalf of the provincial government.

When can I expect to see my money?

Following the completion of a post-retrofit evaluation, your information is submitted by your energy advisor to Natural Resources Canada which reviews your file, processes your eligible federal grants and then provides this information to Climate Change Central. Please take into account that we must wait to receive this data from the federal government. Once we receive information indicating you were eligible for a federal grant, the applicable provincial rebate is immediately processed and mailed.

I still have a question. Whom can I contact?

Email your inquiry to myrebates@ClimateChangeCentral.com. Please allow two business days for an email response. You may also phone our call centre Monday to Friday (8am - 6pm MT) at 1-888-537-7202.

