



### What is the insulation rebate?

C3 and the Government of Alberta are working towards improving energy efficiency in Alberta. The provincial government is providing up to \$3,150 in rebates to Albertans who participate in the federal government's ecoENERGY Retrofit Program and undertake qualifying insulation upgrades.

Residential utility customers of the City of Medicine Hat may also be eligible for up to \$400 in complementary rebates for insulation upgrades. Residents of the City of Edmonton may also be eligible for up to \$250 in complementary rebates for insulation upgrades.

### What is the ecoENERGY Retrofit Program?

Natural Resources Canada 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. The federal government announced on July 13, 2011 that the grant portion of the federal ecoENERGY Retrofit Program will be renewed between June 6, 2011 and March 31, 2012.

### How does the ecoENERGY Retrofit Program work?

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. You have until March 31, 2012 to complete the recommended upgrades (either yourself or through a contractor) and have a post-retrofit evaluation performed in which the energy advisor returns to validate your improvements. The advisor fills out all necessary paperwork and sends it to the federal government on your behalf. The federal government will determine if you are eligible for federal grants. Natural Resources Canada will then send information about your specific upgrades to C3 and you will receive qualifying provincial rebates. Note that Natural Resources Canada has indicated that processing of federal grants will not start until September, 2011. This will cause a delay in C3 receiving the required information to process provincial rebates.

### Which insulation upgrades is the provincial government contributing towards?

Up to a \$3,150 rebate is provided to all homeowners who perform qualifying upgrades for ceiling insulation, exterior wall insulation, exposed floor insulation, basement header insulation and foundation insulation (inclusive of basement insulation and crawl space insulation). C3 will receive information from Natural Resources Canada identifying the federal grant amounts you received and we will calculate an additional provincial rebate of 75% of that amount.

### How do I apply for the provincial rebate?

C3 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 C3 on behalf of the provincial government.

Residential utility customers of the City of Medicine Hat and residents of the City of Edmonton will also automatically receive a rebate cheque from C3 on behalf of the City of Medicine Hat or the City of Edmonton.

### 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, if any, and then provides information about your specific upgrades to C3. Please take into account that we must wait to receive this data from the federal government, and they have indicated that processing of federal grants will not start until September, 2011. Once we receive the information, 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](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.