

## HOMEWARMING: Talking Points

### Key Points

- HomeWarming offers a free home energy assessment, and home upgrades, to make homes more energy efficient and comfortable to live in
- Starting this year, Nova Scotia Power Shareholders are supporting this program by donating over \$3 million a year to fund upgrades (\$37 million over 10 years); additional funding comes from the provincial government (about \$12 million per year)
- The program is for homeowners only, and is based on income (see income cut-offs below; other eligibility criteria is on the front page of the application)

Income Eligibility Chart	
Number of people living in your home	Maximum annual household income (Line 236 from your Notice of Assessment)
1 person	\$20,952
2 to 4 people	\$38,931
5 or more people	\$55,444

- Encourage people to take an application without asking them to identify if they are eligible for the program or not:
  - Possible wording: *“If anyone you know might be eligible, please take an application for them”*; or, *“Would you like an application to share with a family member or friend?”*
  - Provide options: applications are available here today, online from [www.homewarming.ca](http://www.homewarming.ca), or by calling 1-877-434-2136
- The program is offered by Clean Foundation and Efficiency Nova Scotia
  - Clean Foundation manages the process for all homes that primarily use electric sources to heat their homes, with funding from Nova Scotia Power
  - Efficiency manages the process for home that use non-electric heat sources, with funding from the Provincial Government
- Advise people that if they are not eligible for HomeWarming, they may still be eligible for other programs – such as Residential Direct Install of energy efficient products, or HEA
  - Always clarify that you work for Clean Foundation; do not answer questions about ENS’s other programs that you are unsure about. Refer people to contact ENS for more information at 1-866-999-6035

### ***Responses to common questions around HomeWarming***

- **Primary heat source is determined** at the application stage through a phone conversation
- **Applications are accepted on a rolling basis.** We encourage people to apply at any time of the year.
  - There is a waitlist. As much as possible, homes are visited on a first come, first serve basis, but we may also prioritize homes in a specific geographic area if we can group work together and save on transportation costs
- **Income qualification amounts are updated** on a regular basis (once per year); if someone believes they are just over the income cut-offs, encourage them to call in regardless
- **Upgrades: there are no guaranteed upgrades.** Possible home upgrades are determined based on the initial home energy assessment. All homes are different, but the most common upgrades involve draft-proofing or insulation work.
- **Contractors: the homeowner is not responsible** for finding contractors to do the work or comparing quotes – we manage all aspects using qualified contractors who meet our safety and work standards
- **Budget: there is no guaranteed amount** to be spent on a home. Each home is unique, and we will use available funding in the most cost-effective ways that make sense for the home and the homeowner.
- **Heat pumps are a possible upgrade for electrically-heated homes,** but are relatively rare; our resources are often better used for insulation or other upgrades rather than installing a heat pump.
  - Only for electric; non-electric program does not offer heat pumps at this time
  - The electric program is connected with Nova Scotia Power's Heat Pump Financing program to support people in getting heat pumps if their home is suitable
  - Refer people to <http://heatpumpssetyoufree.ca/> for more information on the financing program
- **Former programs (LIHS/RLIHP):** HomeWarming is the next evolution of the previous Low Income Homeowner Service; if a home has gone through the previous programs, the home cannot also participate in HomeWarming
  - Will be determined at application stage based on past data
- **Rental units are not eligible** for the program – Efficiency Nova Scotia and Clean Foundation are both looking into new programs for landlords and people who rent
- **Promote HomeWarming:** If someone is looking for materials to promote the program, or expresses interest in having a presentation about the program, refer them to Jeana at [jmacleod@clean.ns.ca](mailto:jmacleod@clean.ns.ca)