

HOME ASSISTANCE PROGRAM RESIDENT APPLICATION

Complete this Resident Application (“Application”) if you are interested in participating in the Home Assistance Program. If you rent or lease your home and if your application is approved by Whitby Hydro, a Building Owner / Manager Consent, completed by your Building Owner/Manager must be submitted and you do not have to complete and submit the Resident Consent. If you own your home and if your application is approved by Whitby Hydro, you must complete and submit the Resident Consent.

If your Application is approved by Whitby Hydro, Whitby Hydro may contact you to discuss an outreach approach to determine if your building is eligible for the Home Assistance Program. If it is, an energy audit of would follow to identify the measures that could be implemented to achieve energy savings in that residence. Where the building is eligible, where opportunities are identified by the energy audit and provided that the applicable consent is completed and accepted by Whitby Hydro, the energy efficient devices and products (listed below) may be provided to that residence. Those products and devices can increase home comfort and reduce energy costs.

If you need assistance completing this form, please contact the Home Assistance Program Care Centre at **1-866-214-4770** or email homeassistance@windfallcentre.ca. Completed forms should be scanned and emailed or submitted to:

By Mail

By Fax

**Attn: Home Assistance Program
C/O Windfall Centre
93A Industrial Parkway South
Aurora, ON L4G 3V5**

1-289-648-4106

1. Resident Information	
Name:	Phone Number:
Address:	City/Town:
Apartment/Unit Number:	Email Address:
Postal Code:	Main Language(s) Spoken:
2. Building Owner/Manager Information (if you are renting)	
Building Owner/Manager Name:	Phone Number:
Building Owner/Manager Address:	City/Town:
Postal Code:	Email Address:
3. Building Information	
Building Type: <input type="checkbox"/> Fully detached <input type="checkbox"/> Semi-detached <input type="checkbox"/> Row house / Townhouse <input type="checkbox"/> Duplex/triplex <input type="checkbox"/> Mobile home <input type="checkbox"/> Multi-unit low-rise (up to 3 storeys) <input type="checkbox"/> Apartment in high-rise (4 or more storeys)	
Electricity Provider:	Account number:
Do you pay the electricity bill? <input type="checkbox"/> Yes <input type="checkbox"/> No You must be the primary or secondary account holder listed on the bill, or you must be a resident of Social and/or Assisted Housing, as confirmed by your Building Owner/Manager	
My residence is: <input type="checkbox"/> Owned by me <input type="checkbox"/> Rented (non-social housing) <input type="checkbox"/> Rented (social and/or assisted housing) <i>If you are renting please complete the building owner/manager information</i>	



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How is your home heated?	<input type="checkbox"/> Electric	<input type="checkbox"/> Natural gas	<input type="checkbox"/> Other	<input type="checkbox"/> Unsure
If heated with natural gas, your provider is	<input type="checkbox"/> Enbridge	<input type="checkbox"/> Union	<input type="checkbox"/> Other	
How is your water heated?	<input type="checkbox"/> Electric	<input type="checkbox"/> Natural Gas	<input type="checkbox"/> unsure	

Were you referred to this Home Assistance Program: Yes No

If yes, which referral agency? _____

If you live in Social and/or Assisted Housing, DO NOT complete this section. If you do not live in Social and/or Assisted Housing, you **MUST** meet the following eligibility criteria to participate in the Home Assistance Program.

4. Program Eligibility Criteria

The program applicant [and Hydro account holder] must qualify in **one** of the following ways: (check all applicable)

Household Income¹

All Occupants are counted, but only the after-tax income of individuals over 18 is considered (for the previous tax year).

- 1 occupant \$21,773
- 2 occupants \$30,792
- 3 occupants \$37,712
- 4 occupants \$43,546
- 5 occupants \$48,686
- 6 occupants \$53,333
- 7 occupants \$57,606
- 8 occupants \$61,583
- 9 occupants \$65,319
- 10 occupants \$68,852

OR

Social Assistance Benefit

The program applicant currently receives one or more of the following:

- Ontario Works
- Ontario Disability Support Program
- National Child Benefit Supplement
- Guaranteed Income Supplement
- Allowance for Seniors
- Allowance for the Survivor
- Ontario Electricity Support Program
- Healthy Smiles Ontario Child Dental Program
- Natural Gas (DSM) Low-Income Program
- Utility Low Income Energy Assistance Program (LEAP) Grant (within the past 12 months)

I have attached a copy of the previous tax year 'Notice of Assessment' to verify income, or a Statement of Benefit.¹

5. Participant Agreement Terms and Conditions:

By signing and submitting this Application, you confirm your consent to, and agree to comply with and be bound by the following:

1. All information contained in this Application is complete, true and accurate;
2. You live in your home full time and your home is your primary residence;
3. You confirm that your home has not previously received any energy efficient devices or products from the Home Assistance Program;
4. You authorize Whitby Hydro, to verify income or benefits received by your household to confirm your eligibility;
5. Whitby Hydro, reserves the right not to approve your Application for any reason in its sole discretion. Whitby Hydro may refuse to provide energy efficient devices and products at any time and for any reason, including tenant failure to meet eligibility requirements, due to conditions of



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the unit that would prevent energy efficient products or devices from resulting in electricity savings, failure to meet Home Assistance Program terms and conditions including this Application and the applicable consent form(s), safety conditions, or lack of funding. Whitby Hydro may determine at its sole discretion which energy efficient devices and products will be provided and may refuse to provide any item for any reason. Whitby Hydro has the right to terminate this Home Assistance Program at its discretion;

6. If your application is approved, you authorize Whitby Hydro, and/or its contractors to enter your home and conduct an energy efficiency audit at no cost to you;
7. Subject to the availability of funds, energy efficient devices and products may be provided and/or installed at no cost to you. If you and your home are offered any energy efficient products or devices, you will be asked to complete a Resident Consent form to receive any such items;
8. You agree to participate in follow-up surveys, studies, audits, evaluations or verifications conducted by Whitby Hydro and/or the Independent Electricity System Operator ("IESO") and/or their respective agents and contractors (collectively, the "Home Assistance Program Operators") in connection with the Home Assistance Program, including for the purpose of proper administration, monitoring and verification of delivery of the energy efficient devices or products, evaluation of Home Assistance Program, and to assess the performance of the Home Assistance Program, and the Building Owner/Manager and will provide access to Whitby Hydro, and/or the IESO for such purposes. You agree that the Home Assistance Program Operators can contact it, including by phone or by visiting your building. ;
9. You shall not remove installed measures before the expected service life unless the equipment fails or is replaced by a more energy efficient measure (such more energy efficient measure is not eligible to be provided by the Home Assistance Program).
10. Your information will not be shared except as set out in this Resident Application and/or Resident Consent;
11. You consent that the Home Assistance Program Operators can collect, use, disclose, share and handle the information you provided to the Home Assistance Program Operators in connection with the Home Assistance Program, including personal information and records showing historical energy consumption to operate, to administer, to assess, to analyze or to report on the Home Assistance Program including sharing your information among the Home Assistance Program Operator and your natural gas distributor, provided that the IESO and Whitby Hydro, may only use documentation supporting your income to confirm eligibility;
12. As a Participant in the Home Assistance Program, you consent to the collection, use and disclosure of your personal information by Whitby Hydro and IESO in connection with the Program including for purposes of reporting, follow-up surveys, studies and audits, and the provision to the IESO of your past and current energy usage for such purposes. You understand that in connection with such reporting, surveys, studies and audits, the IESO and/or Whitby Hydro, may contact you directly including by email and other electronic communication;
13. Any environmental/green credits that may result from these energy efficient devices and products will be the property of the IESO. All right, title and interest in and to all benefits or entitlements associated with decreased environmental impacts now or in the future, direct or indirect, arising as a result of, relating to or in connection with the electricity savings or demand savings for which the energy efficient devices and products have been provided, all rights to any fungible or non-fungible attributes; all rights relating to the nature of energy source as may be defined and awarded through applicable laws and regulations or voluntary program; specific environmental attributes including rights to any credits, entitlements or other instruments; all and the right to quantify and register these, including without limitation, any energy efficiency



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certificate, renewable energy certificate, credit, reduction right, offset, allocated pollution right, and emission reduction allowance; and all revenues, entitlements, benefits and other proceeds arising from or related to the foregoing (collectively, the "Environmental Attributes") are hereby transferred and assigned, or to the extent transfer or assignment is not permitted, held in trust for, by you to or in favour of Whitby Hydro, in its capacity as agent for and on behalf of the IESO, and not for Whitby Hydro's own benefit. Until the IESO notifies you otherwise, Whitby Hydro, in its capacity as agent, shall be entitled, unilaterally and without your consent, to deal with such Environmental Attributes on behalf of the IESO in any manner Whitby Hydro determines. You acknowledge that the IESO may direct you in the same manner as Whitby Hydro and that until the IESO notifies you otherwise, Whitby Hydro may direct you to take such actions and do all such things necessary to certify, obtain, qualify and register with the relevant authorities or agencies such Environmental Attributes for the purpose of transferring, assigning, or holding in trust, such Environmental Attributes to and for the IESO, and you shall comply with any such directions, and you will be entitled to reimbursement of the cost of complying with such direction, provided that the IESO or the LDC, acting reasonably, has approved such cost in writing prior to the cost being incurred by you.

14. Neither of the IESO nor Whitby Hydro nor any of their respective officers, directors, employees, affiliates and such affiliates' respective officers, directors or employees (collectively "Representatives") will be liable for any injury, damage or loss to persons or property arising from or related to the audit, installation or the use of energy efficient products or devices, whether in accordance with the manufacturer's instructions or otherwise, or from any actions, omissions, negligence or misconduct by Whitby Hydro, or IESO or their respective Representatives or any contractor who delivers the energy efficient devices or products, and the Building Owner/Manager hereby releases the IESO, Whitby Hydro and their respective Representatives of, from and against any of the foregoing.
15. There are no representations, warranties, or conditions of Whitby Hydro or the IESO, express, implied, statutory or otherwise, regarding any matter, including any implied warranties or conditions of quality, workmanship, safety, legal compliance or fitness for a particular purpose. Without limiting the generality of the foregoing, you acknowledge that its participation in the Home Assistance Program is based upon your own assessment of Home Assistance Program and not on any reliance on anticipated or projected results, and that such participation may not result in the achievement of any electricity savings or demand savings, which are expressly disclaimed by you.
16. Except as otherwise provided, this Application and the applicable consent constitute the entire agreement between the parties in connection with its subject matter and supersedes all prior representations, communications, negotiations and understandings, whether oral, written, express or implied, concerning the subject matter of this Application. This Application may not be varied, amended or supplemented except by an agreement executed by both of the parties. This Application will be governed by and construed in accordance with the laws of the Province of Ontario and the federal laws of Canada applicable therein. The invalidity, unenforceability or illegality of any provision in this Application will not, to the extent permitted by applicable law, affect the validity, enforceability or legality of any other provision of this Application, which will remain in full force and effect.
17. This Application will enure to the benefit of and be binding upon the parties and their respective successors and permitted assigns. This Application may not be assigned by you to another person other than an affiliate except with the prior written consent of the Whitby Hydro, which consent may be unreasonably withheld or delayed.
18. This Application may be executed and delivered by facsimile transmission or by any other method of electronic execution and the parties may rely upon all such signatures as though such signatures were original signatures.



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19. Each party to this Application will comply, in all material respects, with all laws and regulations required to be complied with in the performance of its obligations hereunder.
20. Pursuant to Canada's anti-spam legislation (hereinafter "CASL"), Whitby Hydro, on behalf of the IESO and Whitby Hydro is hereby requesting your Express Consent (as that term is meant in CASL and its associated regulations) to contact you at the electronic address identified in this Application. Please check the following boxes if:
- you wish Whitby Hydro, to communicate with you by email in connection with future conservation programs, customer satisfaction surveys, and other related purposes. You may withdraw your consent at any time by contacting Whitby Hydro at conservation@whitbyhydro.on.ca or mail to Whitby Hydro, 100 Taunton Rd. E, Whitby, ON L1N 5R8.
 - you wish the IESO to communicate with you by email in connection with future conservation programs, customer satisfaction surveys and other related purposes. You may withdraw your consent at any time by contacting the IESO at customer.relations@ieso.ca or mail to IESO, 120 Adelaide St. W, Suite 1600, Toronto, Ontario M5H 1T1 on whose behalf Whitby Hydro is requesting this confirmation.
 - Participants may access or obtain a copy of Whitby Hydro's privacy policy at whitbyhydro.on.ca or contact Whitby Hydro at **905-668-5878** and a copy of IESO's privacy policy at <http://www.ieso.ca/Pages/Privacy-Policy.aspx> or contact the IESO at privacy@ieso.ca.

I confirm that I can consent to and agree to comply with and be bound by all of the above.

Signature: _____

Name: _____

Date _____

Official Use Only

File # _____ Referring Agency: _____ Phone _____

Name _____ Signature _____ Income Eligibility Verified Yes No

