



Peel Climate Ready Homes: Peel Energy Grant Program

Participant Guide

September 30, 2026

TABLE OF CONTENTS

Program Information	1
Overview.....	1
Key Elements	1
Program Process Summary and Timeline	3
Eligibility	4
Application Procedure	5
Selection Process.....	5
Full Program Process Step by Step	6
Contact Us	7
APPENDIX A – APPLICATION FORM.....	8
APPENDIX B – PARTICIPANT AGREEMENT.....	13
APPENDIX C – FREQUENTLY ASKED QUESTIONS	20

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PROGRAM INFORMATION

Overview

Thank you for your interest in participating in the Peel Energy Grant Program (“the Program”). The Program is being delivered by Toronto and Region Conservation Authority (TRCA) and is funded by the Region of Peel as part of Peel Climate Ready Homes. Launched in 2025, [Climate Ready Homes](#) is a program focused on empowering residents to create sustainable homes through several key action areas including energy and greenhouse gas reduction.

The intent of the Program is to accelerate the adoption of home energy retrofits among households in Peel Region, including heat pumps. The Program is designed specifically to assist homeowners in Peel Region by providing [free](#) home energy assessments and energy case management and increasing access to heat pump installation rebates.

Lastly, findings from the Program will include GHG reduction and energy savings data, as well as quantitative data related to the number of resilience actions implemented. This information may be used to inform future program refinements, scaling-up, and to assess return on program investment.

Key Elements

1. **Free Home Energy Assessments (Energy Audits)**

Program participants will be provided free pre- and post-upgrade home energy assessments, also known as energy audits, which will be conducted by NRCAN-registered energy advisors who are with [Building Up](#). These assessments will help participants understand if and how their home is losing heat, which potential upgrades should be prioritized, and the impact of their installed home energy upgrades, when comparing the pre- and post-assessment results.

Pre-Upgrade Home Energy Assessment: A free pre-upgrade home energy assessment will be conducted by an NRCAN-registered energy advisor to help Participants understand if and how their home is losing heat and which potential upgrades should be prioritized. An NRCAN-registered energy advisor will review home energy bills, complete visual inspections and use specialized equipment (such as an infrared camera and blower door) to determine where energy loss is occurring in the home. In addition to standard energy assessment methods, the energy advisor will also perform airflow testing to understand the limitations of existing ductwork to be able to guide heat pump selection for the home. Based on the data collected by the advisor, a detailed report will be created and provided to the homeowner that outlines the best efficiency upgrades that will help save energy and money.

Post-Upgrade Energy Assessment: A free post-upgrade home energy assessment will be conducted by the same energy advisor that did the pre-upgrade assessment to help Participants understand how their retrofits have improved their home's energy efficiency. A summary report will be provided to the Participant outlining the assessment results.

2. **Free Energy Case Management**

Participants will also be provided with free energy case management, which will be conducted by the same NRCan-registered energy advisors who conduct their pre- and post-upgrade home energy assessments. Energy case management will ensure that Participants feel guided, supported, and accompanied throughout their entire home retrofit process. This includes:

Initial Meeting: After the pre-upgrade home energy assessment, energy case managers will conduct a 1-hour meeting with the Participant. These meetings may take place immediately after their home energy assessment or be conducted shortly after (within two weeks) via phone or video call, depending on homeowner preference and availability. This initial meeting must take place within two (2) months of the pre-upgrade home energy assessment, but efforts should be made to conduct the meeting as soon as possible. These meetings will include the following:

- Summary of recommended energy upgrades informed by the pre-upgrade energy assessment report and home consultation information
- Energy retrofit implementation roadmap outlining how to increase overall energy efficiency and home comfort, which would take into consideration homeowner short-term and long-term goals and maximizing efficiency of upgrades (e.g., air sealing before heat pump installation)
- Provide a recommended heat pump size and model given home specific calculations
- Information on available financing and incentive programs for each recommended upgrade

Ongoing Energy Case Management: In addition to the energy case management initial meeting, energy case managers will continue to be available to Participants for ongoing support for up to two (2) hours per household. This ongoing support may be completed through several communication methods, including via phone, email or virtual meetings. The energy case manager will provide the following ongoing information and support:

- Help the Participant find qualified contractors
- Assist Participants with navigating incentive and rebate programs (e.g., Home Renovation Savings program)
- Help resolve issues during and after retrofit installation
- Answer questions regarding their post-upgrade energy assessment

- Assist with future retrofit planning, past their initial energy upgrades

3. **Access to the Peel Heat Pump Rebate**

If Participants of the Peel Energy Grant Program choose to move forward with heat pump installation, after their pre-upgrade home energy assessment and initial energy case management meeting, they will be eligible to apply for the Peel Heat Pump Rebate. This rebate is up to \$5,000 for cold-climate air source heat pumps and ground-source heat pumps and can be combined with the Home Renovation Savings program heat pump rebate. For more information on this program, please refer to the [Peel Heat Pump Rebate Participant Guide](#).

Program Process Summary and Timeline

Step	Timeline
Step 1 - Execute Participant Agreement (TRCA)	-
Step 2 - Pre-Upgrade Home Energy Assessment	Within two (2) weeks of Participant Agreement Executed
Step 3 - Personalized Energy Case Management - Initial Meeting and Home Consultation.	Within two (2) weeks of Pre-Upgrade Home Energy Assessment executed unless requested later by Participant. Initial meeting must be completed within 2 months after the initial pre-upgrade home energy assessment. If the participant hasn't completed a Climate Ready Homes home consultation prior to the Participant Agreement execution, the consultation must be completed within 2 months of the Participant Agreement being executed.
Step 4 – Participants Complete Energy Retrofits and are eligible for applying to the Peel Heat Pump Rebate	Within 9 months after pre-upgrade home energy assessment.
Step 5 - Post-Upgrade Energy Assessment	Within 1 month after home energy retrofits are installed.
Step 6 - Ongoing Energy Case Management Support	Ongoing, within 1-year of Participant Agreement Executed (maximum 2 hours per household)
Step 7 – Participant Follow-Ups (TRCA)	TRCA to conduct follow-ups with Participants after Energy Assessments (pre- and post-upgrade) and energy case management are completed.

Eligibility

Applicants for the Peel Energy Grant Program must meet the following basic eligibility criteria:

- Must be 18 years of age or older.
- Must own a single-family home (detached, semi-detached or town home) within Peel Region (Brampton, Mississauga or Caledon). Note: tenants may participate provided landlord is engaged in the process (e.g., signs Participant Agreement, is present during energy audits and energy case management, oversees contractors and pays for retrofit work, etc.).
- Must be willing to participate, or have already participated, in a Climate Ready Homes home consultation consisting of an educational conversation with TRCA staff members that goes through recommendations and resources related to the following topics: (1) water, stormwater management and flood prevention, (2) energy and greenhouse gas reduction, (3) waste management, (4) sustainable gardening, (5) climate and emergency preparedness, and (6) health and well-being. Consultations are up to an hour long and can be delivered in several ways, including an in-person meeting at the participants' home, virtual (over Zoom or Teams), over the phone, or through a self-guided survey. You can request a consultation through this [link](#).
- Must agree to TRCA sharing information from the home consultation to their assigned Energy Advisor to help inform Energy Case Management sessions.
- Must agree to share home energy assessment reports (pre- and post-upgrade) with TRCA.
- Must be willing to sign a Participant Agreement with TRCA and abide by the Terms and Conditions (see Appendix B).
- Must be willing to complete the full process of the program, as outlined below in **Full Program Process Step by Step**, which includes pre- and post-upgrade home energy assessments (if retrofits are installed) and energy case management.
- Must be willing to inform third-party energy rebate program(s) (example: Home Renovation Savings Program) that the Participant is receiving free home energy assessments through TRCA, if applying for the Home Renovation Savings Program or any other programs that may offer rebates for energy assessments.
- Must not have completed a home energy assessment (audit) for the same home that would be assessed through the Program within the last year; exceptions may be allowed on a case-by-case basis.
- Homeowners who have initiated retrofit work may still qualify.
- Must be willing to complete a satisfaction survey and a follow-up survey after all retrofit work, energy assessments, and energy case management are completed.
- Homeowners must be willing to share their experiences with the community and media through written, photo or video testimonials that may be shared through TRCA's website, social media, and other marketing methods.

- Homeowners must be willing to put a lawn sign up for 3-months after they have formally started the program (excluding November to March)
- Employees of TRCA are not eligible to participate.

Application Procedure

To express interest and apply for this Program, please:

1. Complete the online application form (a hard copy of the application form is provided in Appendix A)
OR
2. Contact the Climate Ready Homes team using the information below to obtain a physical/hard copy of the application form. Completed forms can be emailed to:

Tel: (437) 553-9965

Email: ClimateReadyHomes@trca.ca

Selection Process

TRCA will be the lead agency responsible for participant selection and management of the Program. The participant selection process has the following stages:

Stage 1: All applications will be screened against the following criteria on a first-come, first-served basis:

- Participant meets eligibility criteria as outlined above
- Application form is fully completed
- Evaluation of content within the completed application form demonstrates potential for successful project implementation (e.g., opportunities for home improvements, homeowner interest and commitment to making improvements, etc.)
- TRCA values equity, diversity and inclusion. We encourage members of equity-seeking groups to apply and are committed to working with all participants in an equitable manner

Stage 2: Applicants may be asked to undergo a short screening call with representatives of the selection committee (TRCA Climate Ready Homes staff) to confirm the homeowners' commitment to and understanding of the Program Terms and Conditions (see Appendix B) and requirement to sign Participant Agreement.

Stage 3: Final Program participants will be selected based on Stage 1 and 2 review.

The decisions made by selection committee are at the committee's sole discretion. Decisions made by the selection committee are final and binding.

Program participants will be contacted via telephone or e-mail following the selection decision.

Full Program Process Step by Step

Upon selection to the Program:

1. Participant will be required to provide proof of home insurance satisfactory to TRCA. Note - Certificate of Insurance can easily be obtained by calling your home insurance provider.
2. Participant will be required to sign a Participant Agreement with TRCA which outlines roles and responsibilities and terms and conditions of the program (see Appendix B). The content of the agreement will be discussed with each participant prior to signing.
3. The Energy Advisor contacts the Participant to set up a time for the pre-upgrade home energy assessment.
4. The Energy Advisor completes the pre-upgrade home energy assessment and either completes the initial Energy Case Management session directly after the home energy assessment or schedules another meeting for the initial session.
5. The Energy Advisor completes the initial Energy Case Management session and walks the Participant through the results of their pre-upgrade home energy assessment and identifies a path forward for their home energy retrofits.
6. Participant arranges for quotes from qualified contractors/suppliers, secures necessary permits, and oversees implementation of retrofit project(s). Participants are responsible for paying contractors for all services provided.
7. Participant may request up to 2-hours of ongoing energy case management, split between multiple sessions, with the Energy Advisor to help them navigate the home energy retrofit process at any point during the agreement timeline; Participants will meet with their assigned Energy Advisor at a mutually agreed upon time and method (phone, video call, or email).
8. Participant takes photos of existing conditions before any retrofit work commences.
9. Participant takes photos during construction and once work is completed to document the process.
10. The Energy Advisor completes the post-upgrade home energy assessment on an agreed upon date with the Participant and provides the assessment report to the Participant.
11. Participant completes a satisfaction survey and a post program survey following the completion of the project. Follow-up surveys require approximately 15 - 30 minutes each. Surveys will evaluate the overall experience of the Participant in the Peel Energy Grant Program. The survey results will be reported in aggregate (i.e., statements like "5 of 6 homeowners reported a high-level of satisfaction with their retrofit actions") in a final report and no identifying information for individual participants will be made public.
12. Participant shares their experiences with the community and media within a year after program is completed through written, photo or video testimonials that may be shared through TRCA's website, social media, and other marketing methods. In addition, the Participant will have lawn sign up for 3-months after they have formally started the program (excluding November to March).

Contact Us

If you have any questions about this program or the application process, please review the list of Frequently Asked Questions found in Appendix C, or contact:

Tel: (437) 553-9965

Email: ClimateReadyHomes@trca.ca

APPENDIX A – APPLICATION FORM

Peel Energy Grant Program Application Form

Thank you for your interest in the Peel Energy Grant Program. This program offers **free pre- and post-upgrade home energy assessments** and **free energy case management** where a registered Energy Advisor will give you specific recommendations for your home. For full details about this program, please download the **Participant Guide**.

The Program is being delivered as part of **Peel Climate Ready Homes**, which is run by Toronto and Region Conservation Authority (TRCA) and supported by the Region of Peel. Climate Ready Homes is a program focused on empowering residents to create sustainable homes through several key action areas including energy and greenhouse gas reduction.

Once you submit this form, TRCA Staff will assess and identify your eligibility. If you are eligible for the program, we will follow up with you via email about the next steps.

If you have any questions about the Program or the application process, please reach out to ClimateReadyHomes@trca.ca.

Personal Information and Protection of Privacy

Personal information on this form is collected under the authority of the Conservation Authorities Act and is managed in accordance with the Municipal Freedom of Information and Protection of Privacy Act. Persons will only be contacted using this information if specifically requested to do so. For more about our collection and use of personal information, please contact Supervisor, Records at 416-661-6600.

Section 1 - Contact Information (all Short Answer – Mandatory)

- 1. Full Name(s) of Applicant(s) (Note – Applicant(s) must be the homeowner(s))**
- 2. Street Address associated with this application:**
- 3. City:**
- 4. Postal Code:**
- 5. Email Address:**
- 6. Primary (and secondary, if applicable) phone number(s):**
- 7. Preferred Method of Communication:**
 - ☐ Email
 - ☐ Phone

Section 2 - General Eligibility Criteria

- 8. You must be 18 years of age or older to participate in the Peel Energy Grant Program. Please confirm that you are 18 years of age or older.**

☐ I confirm that I am 18 years of age or older.

9. You must own a single-family home (detached, semi-detached or townhome) within Peel Region to participate in the Peel Energy Grant Program. Addresses will be verified.

Note: tenants may participate provided landlord is engaged in the process (e.g., signs Participant Agreement, approves rain garden design, etc.). This application form must be submitted by the homeowner.

☐ I confirm that I own a single-family home (detached, semi-detached or townhome) within Peel Region

10. Employees of Toronto and Region Conservation Authority (TRCA) are not eligible to participate in the Peel Energy Grant Program.

☐ I confirm that I am not a TRCA employee.

The following are all requirements for participation in the Peel Energy Grant Program. Please indicate your willingness to:

11. Sign a Participant Agreement with TRCA and abide by the Terms and Conditions listed within the Participant Agreement (Appendix B)

☐ Yes

12. Share all required documentation as noted in the Participant Agreement (Appendix B).

☐ Yes

13. Participate in a Climate Ready Homes home consultation, if you have not already done so?

☐ Yes - willing to participate in a home consultation

☐ Have already participated in a home consultation

14. Allow TRCA to share home consultation information to the assigned Energy Advisor to help inform Energy Case Management sessions and agree to have the Energy Advisor share your home energy assessment reports with TRCA.

☐ Yes

15. Complete a satisfaction survey and a follow-up survey after program completion.

☐ Yes

16. Inform third-party energy rebate program(s) that you are receiving free home energy assessments through TRCA, if applying for the Home Renovation Savings Program or any other programs that may offer rebates for energy assessments.

☐ Yes

17. Share your experiences with the community and media through written, photo, or video testimonials that may be shared through TRCA’s website, social media, and other marketing methods.

☐ Yes

18. Install a Peel Climate Ready Homes lawn sign for 3-month after garden installation (not including November-March)?

☐ Yes

19. Disclaimer, Limitation of Liability and Indemnity

Information provided through the Program is for general informational purposes only and is intended to identify potential rebate, incentive, or funding opportunities that may be available at the time of consultation. Such programs are administered by third parties, including government agencies and program administrators, and eligibility criteria, funding availability, rebate amounts, and application requirements may change without notice. Participation in the Program does not guarantee eligibility for, approval of, or receipt of any rebate, incentive, funding, energy savings, or other benefits. Toronto and Region Conservation Authority (“TRCA”) makes no representations or warranties, express or implied, regarding the accuracy, completeness, availability, or fitness for purpose of the information provided, and any estimates of potential savings or benefits are illustrative only and may vary. Participants are solely responsible for verifying program requirements and submitting applications in accordance with third-party program guidelines. To the fullest extent permitted by law, TRCA and its directors, officers, employees, agents, affiliates, and partners shall not be liable for any direct, indirect, incidental, or consequential damages, including loss of rebates, savings, or profits arising from participation in the Program or reliance on Program information. Participants agree to indemnify and hold harmless TRCA and its directors, officers, employees, agents, affiliates, and partners from any claims, damages, losses, or expenses (including reasonable legal fees) arising from participation in the Program or reliance on the information provided, except to the extent caused by the negligence or willful misconduct of TRCA.

☐ By checking this box, I confirm that I have read, understood, and agree to the Disclaimer, Limitation of Liability and Indemnity provisions, and I agree to be legally bound by them.

Section 3 – Program Interest

**20. Why are you interested in participating in the Peel Energy Grant Program?
(1,500 characters or less)**

21. What home energy retrofit projects are you interested in completing within the next year?

Check all that apply.

- ☐ Heat pump installation
- ☐ Air sealing
- ☐ Insulation
- ☐ Solar panels
- ☐ Solar or heat pump water heaters
- ☐ Window and door upgrades
- ☐ Not sure
- ☐ Other (please specify): _____

22. Have you previously completed a home energy assessment (also known as a home energy audit) for this home?

- ☐ Yes
- ☐ No
- ☐ Not Sure

23. If yes, when was this assessment completed?

24. Have you completed home energy retrofits in the past? If so, which ones and when were these retrofits completed? (1,500 characters or less)

25. How many years have you lived in your home?

26. How many years do you plan to remain in your home?

- ☐ 1 - 3 years
- ☐ 5 – 10 years
- ☐ 10+ years

27. How would you describe your knowledge level regarding home energy retrofits?

- ☐ Beginner
- ☐ Intermediate
- ☐ Advanced

☐ Expert

28. How did you hear about the Peel Energy Grant Program?

- ☐ Climate Ready Homes email newsletter
- ☐ SNAP email newsletter
- ☐ Letter/Flyer sent to my home
- ☐ Social media (Facebook, Instagram, LinkedIn, etc.)
- ☐ Word of mouth
- ☐ Poster in the community
- ☐ Community event
- ☐ Neighbour
- ☐ Other: _____

Participant Certification

☐ I confirm that the information included in this application is true, accurate and complete to the best of my knowledge and I confirm that I am the homeowner at the above-noted address located in Peel Region, that I am not an employee of TRCA and that I have read, understand and agree to the Program Terms and Conditions as outlined in the Participant Agreement (Appendix B).

Thank you for your application!

Thank You Message After Submission

Thank you for applying for the Peel Energy Grant Program. Our staff will review your application and if you are deemed preliminarily eligible, staff will call you within 5 business days to confirm your application form details and answer any questions you may have. If you are confirmed to be eligible for the program, you will be asked to sign the Participant Agreement.

If you have any questions about the program or the application process, please email ClimateReadyHomes@trca.ca or call (437) 553-9965.

APPENDIX B – PARTICIPANT AGREEMENT

This Agreement between

_____ (“Participant”)

and Toronto and Region Conservation Authority (“TRCA”)

dated _____.

Background

The Participant made an application to the Peel Energy Grant Program, an initiative of Peel Climate Ready Homes which is a program being delivered by TRCA and funded by Peel Region. The Participant has been selected to participate in the Program, and as a result will be eligible to receive free pre- and post-upgrade home energy assessments (also known as “energy audits”) and free energy case management.

Objective

The main objective of the Program is to support homeowners in Peel Region to enhance the energy efficiency of their homes and thereby reduce greenhouse gas (GHG) emissions and to help homeowners make their homes more climate resilient.

General

This Agreement and any attached Schedules constitutes the entire agreement between the parties and supersedes all prior agreements, negotiations and discussions, whether oral or written as at the Effective Date. No supplement, modification or waiver of this Agreement shall be binding unless executed in writing by all parties.

To the extent that either Party is prevented, hindered or delayed in the fulfillment of any obligation, other than payment obligations, under this Agreement by reason of force majeure, the fulfillment of such obligation or the doing of such work or making of such repairs or replacements shall be postponed. The Party shall be relieved from any liability in damages or otherwise for breach of this Agreement, for so long as and to the extent such event of force majeure continues to exist.

Term and Termination

This Agreement shall commence on the date it is signed by both parties (the “Effective Date”) and remain in full force and effect for one (1) year.

TRCA reserves the right to cancel, modify, terminate or suspend (in part or entirely) the Project for any reason at its sole discretion. TRCA will provide sufficient notice of thirty (30) days to the Participant in case TRCA wishes to cancel or terminate the Program. In a case where the Program needs to be modified, TRCA will do so in consultation with the Participant.

If the Participant wishes to cancel or terminate their participation in the Program at any stage during implementation, sufficient notice of thirty (30) days will be required to be given to TRCA in order to appropriately wind down any home energy assessment or energy case management actions.

Participant Responsibilities

1. The Participant agrees to complete pre-upgrade and post-upgrade home energy assessments and energy case management.
2. The Participant is responsible for hiring and paying all contracted service providers for the purchase of services and/or the installation of all retrofit works.
3. The Participant agrees to complete a satisfaction survey and a post program survey after completion of the program.
4. The Participant agrees to share their experiences with the community and media through written, photo or video testimonials that may be shared through TRCA's website, social media, and other marketing methods.
5. The Participant agrees to put a lawn sign up for 3-months after program(excluding November to March)

TRCA Responsibilities

1. TRCA is responsible for hiring and paying all contracted service providers for home energy assessments (pre- and post-upgrade) and energy case management
2. TRCA is responsible for coordinating all marketing requirements with the Participant, including a community and media open house, a profile on the TRCA website, lawn sign delivery, and marketing campaigns.
3. TRCA is responsible for administering post program surveys to the Participant after completion of the project.

Warranty and Maintenance

Any retrofits and/or technologies installed will be subject to the warranties, if any, of the manufacturers and/or installation contractors. TRCA and project partners will not warrant or otherwise offer any guarantees related to the products, services, implementations, or technologies made to the property of the Participant. The Participant will be required to acknowledge that TRCA and partners accepts no responsibility for the products, services or implementations installed. Maintenance of any products installed at the property will be the Participant's sole responsibility.

Insurance

Before the work begins, the Participant shall provide TRCA with evidence of homeowner liability insurance.

Disclosure of Personal Information

As a Participant you understand and agree that TRCA may utilize details about renovation actions undertaken to develop case studies, web content, general promotional materials and for reporting purposes with Peel Region. Any publicly available materials will not include personal identifying information (e.g. address, name, telephone number, etc.).

Limitation of Liability and Indemnification

Information provided through the Program is for general informational purposes only and is intended to identify potential rebate, incentive, or funding opportunities that may be available at the time of consultation. Such programs are administered by third parties, including government agencies and program administrators, and eligibility criteria, funding availability, rebate amounts, and application requirements may change without notice. Participation in the Program does not guarantee eligibility for, approval of, or receipt of any rebate, incentive, funding, energy savings, or other benefits. Toronto and Region Conservation Authority ("TRCA") makes no representations or warranties, express or implied, regarding the accuracy, completeness, availability, or fitness for purpose of the information provided, and any estimates of potential savings or benefits are illustrative only and may vary. Participants are solely responsible for verifying program requirements and submitting applications in accordance with third-party program guidelines.

The Participant releases and forever discharges TRCA, and their respective employees, members, partners and agents, from all actions, suits, claims, demands, damages, losses, and expenses arising out of or relating to the construction, installation, maintenance, repair, or performance of the work completed as part of the Program, except to the extent such actions, suits, claims, demands, damages, losses, or expenses are caused by the gross negligence or willful misconduct of TRCA. The Participant shall indemnify and hold harmless TRCA, and their respective employees, members, partners and agents, from and against any and all claims, demands, costs (including reasonable legal fees), damages, actions or causes of actions whatsoever which may arise directly or indirectly from or relate to the Program unless such claims, demands, costs (including reasonable legal fees), damages, actions or causes of actions arise from the negligence or willful act of TRCA, and their respective employees, members, partners or agents. This indemnity survives the termination of this Agreement.

The Participant agrees and acknowledges that: (i) TRCA does not make any representation or warranty as to the fitness for use of any such advice, products, or services for their intended purpose or otherwise provided under the Program; (ii) the energy cost savings and other benefits described in connection with the Program are based on estimates, and actual results may differ; (iii) TRCA does not provide any guarantee on the amount of energy cost savings and other benefits that the Participant may generate because of any home energy retrofits; (iv) TRCA does not provide any warranty over the work performed by the Participant, the Participant's contractor, and by other third party vendor that the Participant may be referred to through the Program, relating to the advice and services provided under the Program; and, (v) TRCA does not provide any guarantee on the amount of rebates the Participant may receive from other third party providers for completing home energy retrofits and

TRCA is only providing advice about potential rebates and incentives that the Participant may be eligible to receive (which may not be an exhaustive list of all rebates and incentives available to the Participant).

Terms and Conditions

1. The Program is only available to residents of Peel Region and who reside in a single-family home (detached, semi-detached and townhome).
2. The Participant represents and warrants that such party has due authority and right over the address in Peel Region to authorise enrollment in the Program and receive home energy retrofit advice and other benefits that the Participant may be eligible for under the Program.
3. The Participant agrees and acknowledges that home energy assessments (pre- and post- upgrade) and energy case management services will be provided by Building Up.
4. The Participant agrees to share home consultation information with Building Up and allows Building Up to share home energy assessment reports with TRCA.
5. The Participant agrees and acknowledges that TRCA will pay for the home energy assessments and energy case management services; however, TRCA will not cover costs for implemented home retrofit actions.
6. The Participant agrees and acknowledges that financing of home energy retrofits may be available through third-party financial institutions (e.g. Home Renovation Savings Program). The Participant is under no obligation to finance the home energy retrofits and if the Participant undertakes to finance any home energy retrofits, the Participant shall be solely responsible for repayment of any loans with the financial institutions.
7. The Participant agrees and acknowledges that additional rebates may be available through third-party providers and that these providers may have different criteria, deadlines and conditions. The Participant shall be solely responsible for ensuring they adhere to third-party requirements and TRCA and its partners will not be responsible for modifications or cancellations to any third-party programs.
8. Financial rebates received through the Program can be combined with other Provincial and or Federal rebate programs (e.g., Home Renovation Savings Program) unless otherwise stipulated by those programs.
9. The Participant agrees to inform the Home Renovation Savings program that they are receiving free home energy assessments through the Program, if applying to the Home Renovation Savings Program.
10. The Program benefits and services are subject to availability of funds, and the Program may be terminated or discontinued at any time by TRCA, in its sole discretion, and without further notice. TRCA shall not be responsible for any costs, losses, or damages incurred by the Participant arising out of, related to, or resulting from the termination or discontinuation of the Program.

- 11.** Participants have previously started retrofit work may still be eligible to participate in the Program and are encouraged to contact TRCA to discuss eligibility.
- 12.** If during the preparation for and completion of any retrofit action, any unforeseen home problems (i.e. hazardous substances such as asbestos or mold) or deficiencies are discovered, the cost of rectifying the fault(s) or deficiency shall be the sole responsibility of the Participant. The presence of hazardous substances or building deficiencies may lead to termination of participation in the Program.
- 13.** Participants will be responsible for rectifying any issues related to system operation with home retrofit installations.
- 14.** Any retrofits and/or technologies installed will be subject to the warranties of the manufacturers and/or installation contractors. TRCA will not warrant or otherwise offer any guarantees related to the products, services, implementations or technologies made to the home of the Program participant. Program participants will be required to acknowledge that TRCA accepts no responsibility for the products or services installed or received as part of this Program.
- 15.** TRCA reserves the right to require proof of eligibility, in a form satisfactory to it, to verify the eligibility of the Participant. Failure to provide proof of eligibility to the satisfaction of TRCA may result in the disqualification of the Participant, at the sole discretion of TRCA.
- 16.** The Applicant acknowledges it is their responsibility to apply to external incentive and/or loan programs to maximize their cumulative incentive amount received.
- 17.** If the Participant does not complete the home energy assessments and energy case management within 1-year of this agreement execution date, the Participant will be disqualified from the Program and no longer eligible to receive financial rebates. Nearing the 1-year deadline, the TRCA will contact the Participant about the status of their enrollment. If home energy assessments or energy case management has been delayed for reasons out of the Participant's control, the Participant may apply for a one-time extension. Extension requests are reviewed on a case-by-case basis and will be at the sole discretion of TRCA
- 18.** The Participant acknowledges and agrees that there is no guarantee of approval for an extension request.
- 19.** The TRCA shall have the right in its absolute discretion to decide whether or not the Participant is eligible for the Program. The Participant may be disqualified and no longer eligible for rebate payment if the Participant does not comply with the terms and conditions herein or if any information provided by the Participant is untrue, incomplete or inaccurate.
- 20.** Decisions of the TRCA will be final and binding on all Participants without right of appeal.
- 21.** The Participant agrees to comply with all applicable federal, provincial and municipal laws and regulations.

Image Release

By signing this form, I understand and acknowledge that my likeness/image has been digitally recorded ("Digital Image") by or on behalf of Toronto and Region Conservation Authority ("TRCA"), for use by TRCA or an authorized third party in promotional and other activities as described below. "Digital Image" includes video recording, photographs, testimonials, quotations and any image technology.

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I give this release voluntarily, with full understanding of its contents and with the knowledge that the TRCA is relying on the foregoing.

By signing below, I acknowledge that I have read and understood the terms of this Agreement and agree to be bound by its terms.

Accepted and agreed to this _____ day of _____, 2026

By: _____

Participant Signature

By: _____

Toronto and Region Conservation Authority

By: _____

Toronto and Region Conservation Authority

APPENDIX C – FREQUENTLY ASKED QUESTIONS

Peel Energy Grant Program - Frequently Asked Questions

1. Is the Peel Energy Grant Program completely free?

Answer: Yes, the Peel Energy Grant Program is completely free. TRCA will cover all costs associated with the pre- and post-upgrade home energy assessments and energy case management.

However, TRCA will not cover costs associated with energy retrofit actions that are implemented during participation in this Program; however, Participants who are interested in installing a heat pump can apply to the Peel Heat Pump Rebate for financial support. Please see the [Peel Heat Pump Rebate Participant Guide](#) for more information.

2. I do not live within [TRCA's jurisdiction](#), but I do live in Peel Region. Can I still apply to participate in the Peel Energy Grant Program?

Answer: Yes, Peel Region residents are eligible for the program, regardless of whether they are within TRCA's jurisdiction. Participants must own a single-family home (detached, semi-detached or town home) within Peel Region (Brampton, Mississauga or Caledon). See **Eligibility** for full eligibility details.

3. Can I get free energy assessments through the Peel Energy Grant Program if I am also applying for rebates through the Home Renovation Savings Program or other third-party rebate programs?

Answer: Yes, you are able to receive free home energy assessments through the Program and apply for third-party rebate programs, unless otherwise prohibited by other third-party rebate programs. However, for programs that provide rebates for home energy assessments, including the Home Renovation Savings Program, the Participant must inform the Home Renovation Savings program that they are receiving free home energy assessments through the Program so the Participant does not receive a rebate for costs that were covered by TRCA.

4. What rebates and incentives are available for home energy retrofits other than the Peel Heat Pump Rebate?

Answer: For information on available incentives and rebates for home energy retrofits, please complete a Climate Ready Homes home consultation, which you can sign up for [here](#). You will also receive additional guidance on rebates and incentives through the energy case management portion of the Program.

5. How long does an energy assessment take and do I need to be present for the assessments?

Answer: A pre-upgrade home energy assessment may take between 2 to 3 hours, depending on the home size and complexity. A post-upgrade home energy assessment may take up to 1 hour, depending on complexity of home upgrades. Homeowners must be present for both assessments.

6. Can the home energy assessments be completed during any season?

Answer: Yes, home energy assessments can be completed during any season. Thermal imaging, which can help identify drafts, is best done during wintertime.

7. What is the deadline for completing all actions through the Program?

Answer: The deadline to complete home energy assessments (pre- and post-upgrade) and energy case management will be 1-year after the execution of your Participant Agreement. Please see **Program Process Summary and Timeline** for more information.

8. Is it a mandatory requirement of the Program to complete a home energy retrofit project?

Answer: No, it is not a mandatory requirement of the Program to complete a home energy retrofit project. However, it is highly recommended that you complete a retrofit project while enrolled in the Program to gain the full benefits of the program, including a free post-upgrade energy assessment and the ability to have follow-up energy case management support throughout the retrofit process.

9. Do I need to complete an energy retrofit action to complete a post-upgrade home energy assessment?

Answer: Yes, you need to complete a significant home energy retrofit action to be eligible to complete a post-upgrade home energy assessment. The post-upgrade home energy assessment is to assess the impact of your home upgrades on increasing your home's energy efficiency. Smaller upgrades such as minor air sealing may not be deemed eligible for a post-upgrade home energy assessment.

10. Can I participate in the Program if I am a tenant?

Answer: Tenants may participate provided the landlord agrees to sign the participant agreement and be actively involved in the process (e.g., be present for energy assessments and energy case management sessions).

11. What qualities should I look for in a good contractor?

Answer: Homeowners should seek out general contractors that are Workplace Safety and Insurance Board (WSIB) certified and should seek proof of liability insurance. In some cases,

contractors must have specialized certifications for completing certain types of work. Your Energy Advisor can provide more advice regarding contractor selection and oversight during your energy case management sessions.

12. I have already started some of my retrofit/renovation work. Am I still eligible to participate in the Program?

Answer: It is recommended that you reach out to the TRCA to discuss your particular situation. Participants who have previously started retrofit work may still be eligible to participate in the Program and are encouraged to contact TRCA to discuss eligibility.

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