

CLEAN ENERGY IMPROVEMENT PROGRAM

Contractor Onboarding



THE GOALS OF THIS TRAINING MODULE ARE TO:

- ✓ Give an overview of the program
- ✓ Explain the benefits of participating in CEIP
- ✓ Discuss Qualified Contractor expectations, responsibilities and requirements
- ✓ Cover the process of completing a CEIP project
- ✓ Learn the differences between residential and commercial program streams
- ✓ Prepare you for the onboarding quiz required to get you listed on the directory

STEPS TO BECOME A QUALIFIED CONTRACTOR

WE ARE HERE



Onboarding



IMPORTANT

Ensure that all sales staff have reviewed these slides and are familiar with the program before working with a prospective customer participating in CEIP

WHO WE ARE



Alberta Municipalities works with municipal leaders to advocate for solutions to municipal issues and supports communities by providing services, helping them thrive and be more resilient.

Alberta Municipalities is the program administrator for the Clean Energy Improvement Program designated under the Clean Energy Improvements Regulation. We partner with municipalities across the province to offer the program locally.



CLEAN ENERGY IMPROVEMENT PROGRAM

- The Clean Energy Improvement Program (CEIP) is Alberta's property-tied clean energy financing program
- CEIP is a market-based financing tool to increase the uptake of energy efficiency and renewable energy installations
- It is different from other financing instruments; financing is tied to the property, not the property owner
- Property owners borrow funds from their municipality and pay for the cost of the project over time through their municipal property tax bill

PROGRAM DELIVERY ROLE

- Alberta Municipalities and partner municipalities design and implement local CEIP programs that comply with provincial legislation
- CEIP is a series of local programs, but Alberta Municipalities tries to make the programs as consistent as possible across all municipalities
- Review the terms and conditions for each municipal CEIP program (posted on the CEIP website) to see the key differences (e.g., interest rates, upgrade requirements)

PROGRAM DELIVERY ROLE

Program Administrator (Alberta Municipalities)

- Central point of contact for municipalities, contractors and property owners
- Manages CEIP-eligible contractors (known as “Qualified Contractors”) and publishes the Contractor Directory
- Leads program administration on behalf of partner municipalities, including application and payment processing, website management, and customer service

PROGRAM DELIVERY ROLE

Participating Municipality

- Must pass a bylaw to enable the program locally
- Sets the financing terms (e.g., interest rate)
- Verifies property owners are in good standing with the municipality
- Executes the financing agreement with the property owner (known as the Clean Energy Improvement Agreement)
- Levies the project cost on the property tax roll and collects repayment

WHY YOU NEED TO BE A QUALIFIED CONTRACTOR

[Alberta Regulation 212/2018](#) requires the following:

- To be eligible for financing, all services provided under the program must be completed by a Qualified Contractor, **including all installers, professional service providers, incidental work contractors, and subcontractors**
- Qualified Contractors cannot enter into any agreement or contracts other than the Project Agreement provided by Alberta Municipalities
 - A sample of the agreement is available on the CEIP website
- Qualified Contractors must be listed on the program website's Contractor Directory in order to provide any service under the program

PROJECT ROADMAP

PROJECT ROADMAP

1

Pre-Qualification

2

Pre-Project
Home Evaluation,
Energy Audit
or Study

3

Upgrade &
Contractor Selection

4

Project Application
& Supporting
Documents

5

Project Application
Approval & Installation
Authorization
Notice

6

Upgrade Completion
Form

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Qualified Contractor
Payment

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Post-Project
Home Evaluation or
Project Memo



Clean Energy
Improvement tax

ceip.abmunis.ca

PROJECT ROADMAP

1

Pre-Qualification

The property owner submits a pre-qualification application on myCEIP.ca.

The application is reviewed to ensure the property owner and property meet the municipality's requirements

Additional requirement for commercial applications:

Commercial property owners must provide proof indicating that they have completed an energy audit, or have scheduled one.

IMPORTANT

Commercial properties are only eligible in certain municipal programs. Visit the CEIP website for more information.

Contractors cannot apply on behalf of property owners - your customers must apply themselves.

PROJECT ROADMAP

1

Pre-Qualification

2

Home Evaluation,
Energy Audit
or Study

Once the pre-qualification application is approved, the property owner selects a Qualified Contractor from the Contractor Directory to complete an **EnerGuide Home Evaluation for residential projects** or, for commercial projects, an energy audit and a feasibility study (if applicable).

The property owner pays the contractor for services related to the evaluation, audit, and/or study.

The property owner submits a copy of the evaluation, audit or study to Alberta Municipalities.

ENERGUIDE HOME EVALUATIONS

Requirements

- Pre-Project EnerGuide Home Evaluation and Post-Project Evaluation for all residential projects
- Must be a Version 15 EnerGuide evaluation
- Must be completed by a certified NRCan Energy Advisor listed on the Contractor Directory
- Must use CEIP identifier (“CEIP”) in Info Field #2 in HOT2000
- A pre-project invoice and post-project quote must be provided at project application

ASHRAE AUDIT

Requirements

- Commercial CEIP projects require an ASHRAE audit
- ASHRAE audits should be completed after a property owner is pre-qualified but before the property owner submits the Project Application Form.
- Property owners who completed an ASHRAE audit within 18 months before the Pre-Qualification Form submission date are not required to complete another energy audit
- Audit requirements may vary by municipality
 - Review the terms and conditions for each municipal program posted on the CEIP website

FEASIBILITY STUDY

Requirements

- Feasibility studies are required in addition to ASHRAE audits for all renewable energy projects except solar PV
- A feasibility study must be completed before the Project Application is submitted
- Feasibility study requirements may vary by municipality
 - Review the terms and conditions for each municipal program posted on the CEIP website

EVALUATION, AUDIT AND STUDY COSTS

Financing

- In certain municipalities, the property owner may request to finance evaluation costs once their CEIP project is complete.
- If approved, the property owner will be reimbursed once the project is complete; the cost will be added to the total project financing amount
- Review the terms and conditions for each municipal program posted on the CEIP website for more information

EVALUATION, AUDIT AND STUDY COSTS

Financing

- Costs are only financeable if:
 - Work associated with the costs is completed by a Qualified Contractor
 - Costs are included on the Project Application Form
 - **Energy Audit only:** upgrades are completed and financed through CEIP
 - **Feasibility Study only:** if the study determines that the renewable upgrade is feasible, and the upgrade is installed

PROJECT ROADMAP

1

Pre-Qualification

2

Home Evaluation,
Energy Audit
or Study

3

Upgrade &
Contractor Selection

Once the home evaluation, energy audit and/or feasibility study are complete, the property owner will select eligible upgrades listed on the program website as well as a Qualified Contractor in our directory at myCEIP.ca/directory to complete the upgrade.

ELIGIBLE UPGRADES

Requirements

- Must increase energy efficiency or use of renewable energy on the property
- All products must be new and installed by a Qualified Contractor
- Upgrades must be listed on the CEIP website (upgrades page) in order to be eligible for financing

Commercial projects only

- Energy efficiency upgrades must be recommended in an ASHRAE audit report

ELIGIBLE UPGRADES

Types of categories

- Heating, ventilation, and air conditioning equipment
- Windows, doors, and insulation
- Lighting fixtures and controls
- Solar PV and solar thermal
- Ground and air source heat pumps

PROJECT ROADMAP

2

Home Evaluation,
Energy Audit
or Study

3

Upgrade &
Contractor Selection

4

Project Application
& Supporting
Documents

Once the property owner has selected their eligible upgrades and Qualified Contractors, they prepare and submit their Project Application Form and all required supporting documents, including contractor invoices and quotes to Alberta Municipalities for approval.

REQUIRED SUPPORTING DOCUMENTS

- You must refer to the eligible upgrades list on ceip.abmunis.ca to determine what supporting documents are required for the upgrade you are installing.

Supporting documents you must provide to property owners:

- Quotes must be itemized and include the cost of equipment to be installed, efficiency specifications, equipment make/model number, size, and equipment costs
- Equipment specification sheets that confirm:
 - Minimum efficiency standards (e.g., furnace AFUE, water heater UEF)
 - Required performance standard certification (e.g., ENERGY STAR)
 - Warranty standards (e.g., minimum 1-year warranty from time of installation)

DEPOSITS AND MILESTONE PAYMENTS

- Some CEIP municipalities advance funds for deposits and milestone payments (see municipality terms and conditions)
- If the municipality does not advance **deposit funds**, property owners pay the contractor out of pocket once their project application is approved
- Property owner may request to finance these costs in the Project Application Form
- If approved, these costs will be reimbursed once the project is complete and verified, and added to the total project financing

PROJECT ROADMAP

3

Upgrade &
Contractor Selection

4

Project Application
& Supporting
Documents

5

Project Application
Approval & Installation
Authorization
Notice

*Primary Qualified Contractor is the Qualified Contractor who is leading the installation of the Upgrade(s)

Alberta Municipalities reviews the Project Application Form and supporting documents.

Qualified Contractors complete and submit the Electronic Funds Transfer Information Form with a void cheque or bank statement header to Alberta Municipalities.

If the Project Application Form is approved, the **Primary Qualified Contractor(s)*** will sign the CEIP Project Agreement, the deposit will be paid, and **work begins only once the Installation Authorization Notice is issued.**

ELIGIBLE EXPENSES

The following expenses are eligible for financing:

- Capital cost of eligible upgrades
 - Equipment and products
 - Labour costs for installation
- Professional services
 - EnerGuide Home Evaluation
 - ASHRAE energy audits
 - feasibility studies
- Incidental costs (e.g., roof repair before solar PV installation):
 - Are expended on preparation or upgrading of the Property that is incidental to the Upgrade but required for successful execution
 - Can be financed up to 15% of capital costs

ELIGIBLE EXPENSES & FINANCING TERMS

Financing terms

- Financing terms and interest outlined in municipality Terms and Conditions
- Financeable project capital costs must be at least \$3,000 and no more than:
 - \$50,000 for residential properties
 - \$1 million for non-residential properties
 - \$300,000 for farm land properties

PROJECT AGREEMENT

Tri-party agreement required by provincial regulation

- Signed by the property owner, Primary Qualified Contractor and Alberta Municipalities after Project Application Form is approved
- Replaces any other contract between Qualified Contractor and property owner
- A copy of the Project Agreement can be found on the contractor webpage

Components of the agreement include:

- Project timeline
- Warranty requirements
- Dispute resolution
- Insurance requirements
- Direction to pay
- Review and inspection of work
- Default scenarios

BEFORE WORK CAN BEGIN

Summary

- ✓ Qualified Contractor must submit EFT information to Alberta Municipalities
- ✓ Property Owner's Project Application must be approved by Alberta Municipalities
- ✓ Qualified Contractor must sign the Project Agreement
- ✓ Qualified Contractor must receive the Installation Authorization Notice from Alberta Municipalities

PROJECT ROADMAP

5

Project Application
Approval & Installation
Authorization
Notice

6

Upgrade Completion
Form

7

Qualified Contractor
Payment

*An upgrade has reached **Substantial Performance** when all required approvals of public authorities having jurisdiction over the Upgrade have been obtained and the Upgrade is ready for use or is being used for its intended purpose

Installation must be completed within **6 months (residential) or 12 months (commercial)** from the issuance of the Installation Authorization Notice.

Once upgrades are installed and reach **Substantial Performance***, the Property Owner submits the Upgrade Completion Form and supporting documents to Alberta Municipalities.

Once the submitted documents are verified and deemed accurate, Alberta Municipalities will pay the contractor directly.

Alberta Municipalities may conduct a site visit(s) to verify the installation.

UPGRADE COMPLETION

- Any changes to the project will need to be approved via Change Order
 - Change Orders are submitted by the Property Owner and must be approved by Alberta Municipality and the municipality
- Property owner submits the Upgrade Completion Form and supporting documents **as soon as at least one upgrade is installed and has reached Substantial Performance**
- Qualified Contractor must provide the property owner with:
 - Invoice itemizing the installed equipment, equipment make and model number(s), size, installation date, and costs of equipment and installation
 - Supporting documents found on the eligible upgrades list (e.g., warranty, photos, invoice)

CONTRACTOR PAYMENT

- Before contractor payment is processed, a site visit may be completed to confirm installation details
- If submission is complete and approved, payment is issued to Qualified Contractor by Alberta Municipalities in accordance with *Prompt Payment Act and Builders' Lien Act*
 - 90% of the total invoice amount will be paid to the contractor 28 days from the receipt of a proper invoice, provided all information is accurate and complete
 - 10% of the total invoice amount will be held back for 60 days in case a lien is found on the property

PROJECT ROADMAP

7

Qualified Contractor
Payment

8

Post-Project Home
Evaluation or Project
Memo



Clean Energy
Improvement tax

Once all upgrades are installed, the property owner must have a post-project **EnerGuide Home Energy Evaluation** (for residential projects) or **project memo** (for commercial projects) completed.

Once the CEIP project is deemed complete, the municipality records the project cost on the property tax roll.

Program incentives are then applied by the municipality, if available.

POST-PROJECT HOME EVALUATION

Requirements

- An EnerGuide Home Energy Evaluation is required once all upgrades are installed and the CEIP project is deemed complete
- Project cannot be financed if the post project home evaluation is not completed and a report copy is submitted to Alberta Municipalities
- **Reminder:** For the property owner to finance the cost of the post evaluation, a quote must be submitted with their Project Application Form (before the project begins)
- The evaluation must be completed within 6 weeks of the property owner submitting their final Upgrade Completion Form

POST-PROJECT MEMO

Requirements

- The property owner uses the consultant that did their energy audit to complete the post-project memo
- The consultant will confirm energy saving estimates based on the upgrades installed
- The memo must be completed within 6 weeks of the property owner submitting their final Upgrade Completion Form
- Required once the project is complete (all upgrades installed) to confirm energy savings and GHG emissions reduction
- Project cannot be financed if the post project memo is not completed and submitted to Alberta Municipalities

CONTRACTOR REQUIREMENTS

CEIP CODE OF CONDUCT

Qualified Contractors must read and adhere to Code of Conduct on myCEIP.ca

- Code applies to all contracted and hired personnel

The Code of Conduct outlines standards for professionalism and service quality when representing CEIP and Alberta Municipalities

- Performance standards for customer service (e.g., response times)
- No conflict of interest (e.g., enter into contract that conflicts with CEIP obligations)
- Adhere to Freedom of Information and Protection of Privacy; protect confidential information and property owner privacy

The Code of Conduct includes an issue escalation and resolution process

- Required by CEIP regulation to address issues as they arise
- Identify types of issues and how they will be resolved

CEIP MARKETING GUIDELINES

Qualified Contractors must read and adhere to Marketing Guidelines on myCEIP.ca

- This ensures Qualified Contractors comply with CEIP regulation and accurately convey the program to property owners
- Failure to comply can result in suspension or removal of the Qualified Contractor from the Contractor Directory and the program
- Email us at marketing@myceip.ca with any questions or concerns

Accepted practices include (but are not limited to)

- Featuring social media content showcasing CEIP-financed projects and benefits to customer(s)
- Discussing positive impact of CEIP and eligible products and services to press and media
- Using key messaging outlined in the Marketing Guidelines

CEIP MARKETING GUIDELINES

Prohibited Practices include (but are not limited to)

- Unfair, false, deceptive, misleading, incomplete or inaccurate marketing misrepresenting the program, the municipality, products or services you offer, or which upgrades are eligible
- Representing marketing material as “government documents” or state upgrades “pay for themselves”
- Implying endorsement from Alberta Municipalities, a municipality, or any other government body
- Offering tax advice or implying the financial obligation is automatically transferred when the property is sold
- Using municipality seals and logos, or false currency or vouchers
- Violating any federal, provincial or municipal legislation and regulation

WARRANTIES

Requirements

- All upgrades, products and services provided by the Qualified Contractor must have a manufacturer/supplier's warranty:
 - Consistent with industry standards and with a period of at least 1 year from the time of installation
 - That is transferrable to the property owner and subsequent property owners
- Some upgrades have additional warranty requirements described on the eligible upgrades list (e.g., solar PV modules must have 25-year minimum warranty period)
- Qualified Contractor must provide a warranty for defects in material and labour of not less than 1 year from the time of installation

INSURANCE AND WORKERS' COMPENSATION BOARD-ALBERTA COVERAGE

Requirements for all Qualified Contractors

- WCB-Alberta active status as indicated by WCB-Alberta Clearance Letter
- General commercial liability insurance with:
 - Residential projects: **\$2 million** coverage per occurrence
 - Commercial projects: **\$5 million** coverage per occurrence
- Automobile insurance that covers business use with a minimum limit of **\$2 million** liability for bodily injury and property damage
- A valid Prepaid Contracting Business Licence if requesting deposits

QUICK RECAP

1. All information required at project application and upgrade completion is included in the eligible upgrades list
2. Upgrade installation **may only begin after** receiving an “Installation Authorization Notice” from Alberta Municipalities
3. Must provide property owner with supporting documentation for Project Application and Upgrade Completion Forms
4. Qualified Contractors are paid 90% of invoiced costs by Alberta Municipalities within 28 days of the receipt of a proper invoice and the remainder after 60 days if no liens are registered on the property
5. Qualified Contractors **and any Personnel** (e.g., employee, subcontractor) must adhere to Terms and Conditions, Code of Conduct, Marketing Guidelines

NEXT STEPS

1. Complete residential and/or commercial onboarding quizzes
2. Alberta Municipalities confirms onboarding is complete via email
3. Get listed on the Contractor Directory on myCEIP.ca



surveymonkey.com/r/CEIPOnboardingQuiz

surveymonkey.com/r/C-CEIPOnboardingQuiz