

GreenON Social Housing program

Q & A

About the Program

Q. What is the new program being announced?

A. Under the Green Ontario Fund, the province is providing \$25 million from its carbon market proceeds to help Ontario social housing buildings with less than 100 units invest in energy efficient retrofits. The GreenON Social Housing program will complement existing programs that are directed at larger buildings, such as the Social Housing Apartment Retrofit Program (SHARP) and Social Housing Apartment Improvement Program (SHAIP), with the goal of helping the social housing sector reduce greenhouse gas emissions. This program supports Ontario's Climate Change Action Plan.

Q. What is HSC's role in administering this program?

A. The Green Ontario Fund, a not-for-profit provincial agency funded through proceeds from Ontario's carbon market, enlisted HSC to provide administrative support for the GreenON Social Housing program. HSC's role includes:

- Supporting Service Managers with the application process, as requested;
- Entering into transfer payment agreements with Service Managers, who will deliver the program in their service areas to eligible buildings;
- Tracking progress on projects and administering the flow of funds to Service Managers at key milestones; and
- Providing information and expertise to support Service Managers in overcoming barriers and meeting program deliverables.

Note that HSC is not responsible for evaluating Service Manager applications but will support an impartial evaluation committee that will be set up to review and make funding recommendations.

Eligibility

Q. What types of buildings are eligible under the program?

A. Single social housing apartment buildings with less than 100 units are eligible. They can be low-rise or high-rise buildings. They can be privately-owned buildings (non-profits or co-ops) or municipally-owned (Local Housing Corporations) – as long as they are subject to a transferred housing program under the Housing Services Act, 2011. Non-apartment building types such as stacked townhouses, rowhouses, detached or semi-detached homes are not eligible for this program.

Q. What are some examples of eligible building retrofits under the program?

- A. The following retrofit activities are eligible for funding:
- Replacing building heating and/or cooling systems and associated sub-components of these systems including mechanical insulation
 - Upgrading exterior or interior insulation
 - Solar walls
 - Upgrading building windows and/or exterior doors
 - Upgrading building lighting systems including converting to light-emitting diode (LED) lighting systems, lighting controls or sensors
 - Re-cladding or upgrading building envelopes
 - Retrofits that utilize latest low-carbon and carbon-free energy technologies/systems
 - The costs of required building energy audits

Service Managers are encouraged to maximize program funds by prioritizing retrofits that target building heating and/or cooling equipment, and by combining several retrofits – new and/or pre-existing retrofits – in order to achieve higher emissions reductions in the buildings.

Applying for Funding

Q. How do Service Managers apply for a funding allocation?

- A. Service Managers are required to submit a business case to request a funding allocation. The business case must illustrate how the funding will be effectively used to implement greenhouse gas (GHG) reducing retrofits among apartment buildings in the Service Manager’s region. It should include examples of the types of projects the Service Manager has in mind for this funding. Application details can be found in the program guidelines.

Q. I am a housing provider and want to apply for funding. How can I apply?

- A. Service Managers will submit a business case to HSC, which will be used to assign funding allocations. Service Managers that receive a funding allocation will then hold their own local competitive selection processes for their local housing providers. If you are a housing provider, we encourage you to express your interest in the program to your Service Manager.

Q. When are applications due?

- A. Service Manager business cases are due by **March 28, 2018 at 5:00 p.m.**

Submitting Business Cases & Documents

Q. How do Service Managers submit their business cases?

- A. Service Managers must submit their business cases by uploading them to HSC's Bonfire portal: <https://hscorp.bonfirehub.ca/opportunities/private/dc26d10e860cf15d5cb4f8b269dc5173>

Please note that in order to make a submission, you will be required to login in. If you do not have a Bonfire account, you can create one by clicking the Log in/Register button.

Service Managers are strongly advised to allow sufficient time and at least ONE (1) hour before the closing time of **5:00 p.m. on March 28, 2018** to begin the uploading process. Submissions which have not been completely uploaded prior to the closing time will not be considered.

Note that HSC reserves the right to seek clarification and supplementary information after the closing date relating to Service Managers' business cases.

Q. How do Service Managers submit the program reports and documents?

- A. Once Service Managers receive confirmation of their funding allocations, they will use HSC's submission portal to submit their documents. Each Service Manager will receive an information package from HSC that includes log-in credentials to access the submission portal, as well as detailed program timelines.

Documents that will need to be completed by Service Managers who receive a funding allocation include:

- **Transfer Payment Agreement with HSC:** outlines the financial provisions, program description, timelines, eligibility criteria, indemnification and repayment provisions, reporting, auditing and other accountability enforcement provisions, and other requirements.
- **Project Information Form:** includes high-level information on each eligible project, including basic building information, a list and description of the eligible work, cost estimates, and estimated retrofit start and completion dates.
- **Program Delivery and Fiscal Plan:** outlines how the funding allocations will be used each year of the program.
- **Quarterly Financial Progress Reports:** include information on the scope of work, project achievements to date, estimated energy/GHG savings and funding commitments, including incentives accessed for each project and each participating building.
- **Pre-Retrofit Energy Audit:** submitted along with the Quarterly Financial Progress Report by December 31, 2018. Eligible work can only begin after the Service Manager has submitted and had HSC's approval on the Pre-Retrofit Energy Audit and Quarterly Financial Progress Report.
- **Repair Completion Report:** submitted by the Service Manager once all retrofit work has been completed on a project.

- **Post-Retrofit Energy and Emissions Savings Report:** details the amount of estimated GHG emissions reduced /saved through the funded retrofits installed for all funded projects in their area.
- **Annual Program Compliance Attestation Report:** confirms that all funded buildings continue to operate in accordance with the three-year affordability period requirements as detailed in the *Transfer Payment Agreement*.
- **French Language Services Report:** confirms whether the Service Manager has complied with the French Language Services (FLS) requirements of the Transfer Payment Agreement.
- **Critical Three-year Energy Usage Data Report:** provides energy consumption data for a three year period for all funded buildings in a Service Manager's area.

*Other Reports may be required on a case by case basis.

Funding Allocation Selection Process

Q. Who determines the funding allocations?

A. An independent Evaluation Committee comprised of industry experts will be responsible for reviewing the business cases and making recommendations on funding allocations to HSC. HSC will not be involved in recommending funding allocations.

Q. When will the GreenON Social Housing program allocations be announced?

A. Applicants will be informed the week of April 16, 2018 whether they will be receiving a funding allocation.

Q. When will Selected Service Managers receive the funding allocation?

A. Successful applicants will need to sign a Transfer Payment Agreement (TPA) with HSC before any funds can begin to flow. HSC will work with Service Managers to ensure they have the information they need to obtain necessary approvals and to enter into contracts with the selected housing providers. TPAs must be signed and submitted along with the Program Delivery and Fiscal Plan and Project Information Form (one per project) by **June 30, 2018**.

Q. Will the funding allocation be transferred to Service Managers in a lump sum?

A. Funding allocations will be disbursed to Service Managers in stages and in specific percentages of the total funding allocation. Please see Program Guidelines for details.

Q. Can the GreenON Social Housing program funding be combined with funding received under other programs?

A. Service Managers cannot use the GreenON Social Housing program funding for projects that have previously received or are receiving Social Housing Apartment Retrofit Program (SHARP), Social Housing Apartment Investment Program (SHAIP), Social Housing Electricity Efficiency Program (SHEEP) or Municipal GHG Challenge Fund funding.

With the exception of the above requirement, the GreenON Social Housing program funding will allow for stacking of various funding sources including energy-related incentives and subsidies from utility companies, and other partners.

Timelines

Q. What are the key dates for this program?

A. Refer to table below.

Activity	Timing
Business Cases Due	March 28, 2018
Evaluation of Business Cases	April 3-13, 2018
Successful Service Manager applicants notified of funding allocation	Week of April 16, 2018
Signed Transfer Payment Agreement	June 30, 2018
Program Delivery and Fiscal Plan	
Project Information Form(s)	
Quarterly Financial Progress Report	Quarterly by June 30, September 30, December 31, and March 31 in each year
Pre-Retrofit Energy Audit	To be submitted by December 31, 2018 along with the Quarterly Financial Progress Report.
Repair Completion Form	For each Eligible Housing Project, upon completion of all approved Eligible Work. Eligible Work is to be completed no later than March 31, 2021

Activity	Timing
Post-Retrofit Energy and Emissions Savings Report	For each Eligible Housing Project, upon completion of all approved Eligible Work in the Eligible Project, based on estimated energy savings and GHG emissions reductions. This is to be submitted along with the Repair Completion Form.
Annual Program Compliance Attestation Report	By March 31 in each year until the expiry of the Three-Year Affordability Period for each participating Eligible Housing Project
French Language Services Report	By March 31 of each year of the Program
Critical Three year Energy Usage Data Report	<p>Energy usage data for each funded project must be collected for three calendar years following the completion of the Eligible Work.</p> <p>Service Managers will provide data related to the ongoing energy usage of the building where the work was carried out, and submit it annually on the repair completion anniversary to HSC.</p> <p>Service Managers must also require each Housing Project that receives the GreenON Social Housing program funding to enroll in HSC's Utility Management Program (UMP).</p>
Reports as specified from time to time	On a date or dates specified by HSC
Project Completion	All eligible work must be completed by March 31, 2021

Additional Questions & Support

Q. Why are providers that receive funding for retrofits required to join HSC's Utility Management Program?

- A. As the administrator of the GreenON Social Housing program, HSC reserves the right to collect general energy consumption data from buildings that participate in the program. Data would be used in aggregate to:
- Support providers in identifying and addressing energy performance issues in their buildings;
 - Support HSC's evidence-based advocacy efforts on behalf of the sector; and
 - Identify trends across the Ontario social housing sector that can inform future program design.

Q. What are the roles and responsibilities of Service Managers who receive funding under this program?

A. Service Managers who receive funding are responsible for the administration and delivery of the program. This includes: approving eligible housing projects and the eligible work to be carried out in each project, making payments to Eligible Housing Providers, monitoring the progress of repair and retrofit activities associated with the work, reporting back to HSC on the progress of the program, and participating in required customer satisfaction surveys or Case Studies.

The Green Ontario Fund will also seek input from the successful Service Managers in the potential development of an inspection, maintenance and repair program, based on manufacturers' specifications, for the Eligible Housing Projects completed.

Q. Who should I contact if I have additional questions about the program or application process?

A. Contact Jennifer McMahon at energyservices@hscorp.ca or (416) 594-9325 ext. 324.