

Home Upgrades Journey

Home Upgrades Stream



Home Upgrades
Program



Learn how the Home Upgrades Stream works and what you can expect along the way.

1 Assessment

1. If you qualify for an assessment, we will schedule a time for our construction manager and energy assessor to do a walkthrough of your home. This will take about two-three hours.
2. We will email you at least two days prior to your appointment to confirm the appointment and that an adult will be home.
3. With your approval, the assessors may install “basic” energy and water-saving measures such as LED lighting, water-saving devices, weatherstripping and draft proofing.

2 Upgrade measurement

1. After your assessment the program team will set up a contractor measure appointment. This allows us to adequately scope the types of upgrades your home would benefit from before installation.
2. We will email you at least two days prior to your appointment to confirm the appointment and that an adult will be home.
3. Once the measuring appointment(s) is complete, you'll receive a scope of work for the upgrades planned. Once the scope of work is agreed to, the upgrade appointments will be scheduled. If you are a renter, your landlord will have to agree to the scope of work.

3 Installations

1. We will book the contractors, provide all the materials and our contractors will install everything free of charge.
2. On the day of the installation appointment, our contractors will arrive to carry out the planned upgrades. Once installations are finished, you will receive relevant paperwork such as warranty information.
3. Lastly, our team will complete (1) a quality check on the new upgrades, and (2) the post-assessment of the gas, electricity and water savings. This visit should take one-two hour.
4. After upgrades have been installed, you can look forward to a more comfortable, efficient and affordable home.

Tips to prepare for our visit

- You or another person over 18 years old who lives in your house will need to be present during our visits.
- Please make sure there is clear access to your furnace, hot water tank and attic hatch (if you have one).
- We will need to enter and assess every room in the house. If you cannot provide access to one of the rooms, it could impact the assessment and you may not receive upgrades that your home could benefit from.
- Please keep your pets safe. They must be secured for the duration of our visits.

