



## Thornhill SNAP Home Retrofit Pilot

Participant Guide and Application Form

April 2025

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## PILOT INFORMATION

### Overview

Thank you for your interest in participating in the Thornhill SNAP Home Retrofit Pilot (“Pilot”). The Pilot is being delivered as part of the Thornhill SNAP, which is a partnership between the City of Vaughan and Toronto and Region Conservation Authority (TRCA). Launched in 2019, the [Thornhill SNAP](#) is a neighbourhood-based program that promotes and advances urban renewal and climate action.

The intent of the Pilot is to increase homeowner knowledge and awareness of the types and benefits of sustainability retrofits and resilience actions that can be implemented at home. The Pilot will also aim to identify the types of supports and financial rebate structure that can be used to successfully motivate homeowners to improve energy efficiency, reduce greenhouse gas emissions, and enhance overall resilience of their homes. The Pilot is designed specifically to assist a minimum of 10 homeowners in the Thornhill SNAP neighbourhood by reducing barriers to implementation which may include lack of knowledge, lack of funding and uncertainty around which actions are needed. The Pilot will overcome these barriers by offering free one-on-one participant guidance, retrofit coaching, as well as financial support to help cover costs associated with recommended implementation projects.

Lastly, findings from the Pilot will include costing information, GHG reduction and energy and water savings data, as well as quantitative data related to the number of resilience actions implemented. This information can be used to forecast City-wide results should a City-wide program be offered, to inform future program refinements, and to assess return on program investment.

### Key Elements

#### 1. One-on-one Participant Guidance and Retrofit Coaching

Pilot participants will benefit from having access to work with a qualified Retrofit Coach. Retrofit Coaches are TRCA staff members who have appropriate technical expertise and knowledge to advise and help homeowners interpret and understand third party assessments (e.g. energy audits, etc.), help homeowners prioritize actions given homeowner objectives and budget, provide general advice on selecting and working with contractors, as well as informing homeowners about other third-party incentive and rebate programs. Each participant will be guaranteed two coaching sessions. Coaching sessions will be delivered virtually, with flexibility for in-person where needed, and each session will last approximately 45 to 60 minutes. The coaching service is free to Pilot participants and is intended to help homeowners navigate the complicated decision-making process.

#### 2. Financial Rebates

Financial rebates will be offered to homeowners to help cover implementation costs for energy efficiency or resilience actions recognizing that these types of projects can be very costly to undertake and cost could potentially be a factor preventing homeowners from taking action. See Appendix B, Participant Agreement, Table 1, for the list of eligible actions and rebate structure. Total rebates of up to \$3,800 per household are available. Rebates will be distributed by TRCA at the end of the project after

the homeowner submits the required documentation. Rebates will take approximately 60 days to process.

## Eligibility

Applicants for the Thornhill SNAP Home Retrofit Pilot 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 the Thornhill SNAP neighbourhood (addresses will be verified). Note: tenants may participate provided landlord is engaged in the process (e.g., signs Participant Agreement, is present during energy audits, oversees contractors and pays for retrofit work, etc.). Tenants are not eligible to receive rebate payments. Rebates will only be issued to the property owner.
- 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 a minimum of one retrofit action. We encourage homeowners with big and small projects to apply. Homeowners who have previously completed a home energy audit, or a home flood protection assessment, or who have initiated retrofit work may still qualify.
- Must be willing to share requested information as part of the Pilot including costing information, before and after photos of work completed, home flood protection assessment reports and copies of invoices/receipts before receiving financial rebates.
- Must be willing to complete a short, follow-up survey at 3 months and at 12 months after all retrofit work is completed.
- Employees of the City of Vaughan and TRCA are not eligible to participate.

## Application Procedure

To express interest and apply for this Pilot, please:

1. [Complete the online application form](#) (a hard copy of the application form is provided in Appendix A)  
OR
2. Contact Hally Charendoff using the information below to obtain a physical/hard copy of the application form. Completed forms can be emailed to:

Hally Charendoff  
Coordinator, Sustainable Neighbourhoods  
Toronto and Region Conservation Authority  
Tel: (416) 917-5990  
Email: [Hally.Charendoff@trca.ca](mailto:Hally.Charendoff@trca.ca)

## Selection Process

The City of Vaughan and TRCA will be the lead agencies responsible for participant selection and management of the Pilot. Representatives from both organizations will make up the selection committee to review the application forms. 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.)
- The City of Vaughan and TRCA value 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 to confirm:

- Ability to accommodate the recommended retrofits
- Homeowners' commitment to and understanding of the Pilot Terms and Conditions (see Appendix B) and requirement to sign Participant Agreement

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

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

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

## Pilot Process Step by Step

Upon selection to the Pilot:

1. Participant will be required to provide proof of home insurance through a Certificate of 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. Retrofit Coach contacts Participant to set up initial coaching session to discuss homeowner concerns and priorities, budget, third party incentive and financing programs and to identify a path forward.
4. Participants interested in completing any of the eligible resilience actions must first complete a Home Flood Protection Assessment. Assessments will be conducted by a third-party service provider licensed to deliver the Intact Centre on Climate Adaptation's, [Home Flood Protection Program](#) in Canada. Assessments will be approximately 60-90 minutes long and will include both the exterior and interior of the home. Homeowners will receive a confidential assessment report listing practical actions to reduce flood risk and they will be given an opportunity for an optional 15-minute follow-up conversation with the inspector. Assessments must be completed when there is no snow on the ground. Participant must be present during the assessment. Upon completion, Participant is required to share Home Flood Protection Assessment report with the Retrofit Coach. Participants are eligible to receive a rebate for the full value of the assessment up to \$645 as outlined in Table 1, Appendix B.
5. Participant arranges for quotes from qualified contractors/suppliers, secures necessary permits, and oversees implementation of a minimum of one retrofit project. Participants are responsible for paying contractors for all services provided.
6. Participant may request a second Retrofit Coaching call to help review quotes and to help answer additional questions before proceeding to hiring contractors or signing service contracts.
7. Participant takes photos of existing conditions before any retrofit work commences.
8. Participant takes photos during construction and once work is completed to document the process.
9. Participant submits copies of supplier/contractor invoices and receipts for all implementation work, as well as before and after photos.
10. Retrofit Coach reviews and confirms the completeness of supporting documentation and confirms rebate total with participant.
11. Participant receives rebate payment approximately 60 days after supporting documentation is submitted.
12. Participant completes post retrofit survey at 3 months and 12 months following the completion of the project. Follow-up surveys require approximately 15 - 20 minutes each. Surveys will evaluate the overall experience of Participant in the Home Retrofit Pilot. 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 participant will be made public.

## 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:

Hally Charendoff  
Coordinator, Sustainable Neighbourhoods  
Toronto and Region Conservation Authority  
Tel: (416) 917-5990  
Email: Hally.Charendoff@trca.ca

## APPENDIX A – APPLICATION FORM

### ***Personal Information and Protection of Privacy:***

***If you apply to this Pilot, you consent for your personal information to be shared with City of Vaughan for program management and reporting purposes. For more information about TRCA’s collection and use of personal information, please contact Supervisor, Records at 416-661-6600.***

Name of Applicant (note applicant must be the homeowner):		
Address:		
City:	Province:	Postal Code:
Phone # (Primary):	Phone # (Secondary):	
Email Address:		
Preferred Method of Communication: <input type="checkbox"/> Email <input type="checkbox"/> Telephone		

### **Please answer the following questions:**

- 1. Why are you interested in participating in the Pilot?  
(250 words or less)**
- 2. What makes your home a good candidate for the Pilot?  
(250 words or less)**
- 3. Are you willing to commit to making any one of the following improvements at your home as part of this Pilot? Check all that apply. Note, cost estimates provided below are intended as a general guide. True costs will vary from property to property as there are many factors that affect the final cost.**
  - Windows and doors (average \$1,000 or more per window depending on size, style, glazing type)
  - Heating and/or air conditioning (\$5,000 - \$20,000)

- Air sealing (\$100 DIY – to \$1,500)
- Attic insulation (\$1,500 - \$4,000)
- Wall insulation (dependent on age and size of home)
- Basement insulation (dependent on age and size of home)
- Heat Pump Water Heater (\$5,750)
- Install a backwater valve (\$1,500 - \$5,000)
- Install a sump pump (\$1,500+)
- Complete other resilience actions (e.g., install window well covers, disconnect downspouts, install basement flood alarms, plant shade trees, etc.)
- Other (please specify): \_\_\_\_\_

**4. How many years have you lived in your home?**

**5. How many years do you plan to remain in the home?**

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

**6. How would you describe your knowledge of home retrofits?**

- Very knowledgeable
- Knowledgeable
- Limited knowledge
- Not knowledgeable

**7. Have you completed home retrofits in the past (energy and/or resilience measures)? If so, which ones and when were these retrofits completed? (250 words or less)**

**8. How did you hear about the Thornhill SNAP Home Retrofit Pilot?**

- Thornhill SNAP email newsletter
- Letter/Flyer sent to my home
- Social media (Facebook, Instagram, LinkedIn, etc.)
- Word of mouth
- Community Champion participant
- Poster in the community
- Community event
- Lawn Sign
- Other: \_\_\_\_\_

**9. Are you an Enbridge Gas customer?**

- Yes
- No

**10. There are a variety of government programs that provide support for energy retrofits for income-eligible households in Ontario. You may be eligible for these rebate programs if you currently participate in any of the following:**

- Ontario Disability Support Program (ODSP)
- Healthy Smiles Ontario Child Dental Program
- Low-Income Energy Assistance Program (LEAP)
- Ontario Electricity Support Program
- Allowance for Survivors
- Guaranteed Income Supplement
- Allowance for Seniors
- Ontario Works Program

**OR, you may also qualify if the number of total occupants and combined before-tax income of all working adults is less than the thresholds listed in this table:**

<b>Number of All People in Home</b>	<b>Comprehensive Program Household Income</b>	<b>Energy Savings Kit Household Income</b>
<b>1</b>	<b>\$47,090</b>	<b>\$69,763</b>
<b>2</b>	<b>\$66,595</b>	<b>\$98,659</b>
<b>3</b>	<b>\$81,561</b>	<b>\$120,831</b>
<b>4</b>	<b>\$94,179</b>	<b>\$139,524</b>
<b>5</b>	<b>\$105,295</b>	<b>\$155,993</b>
<b>6</b>	<b>\$115,345</b>	<b>\$170,882</b>
<b>7+</b>	<b>\$124,586</b>	<b>\$170,882</b>

**Please indicate your interest in learning more about income-eligible programs for home retrofits:**

- Yes, I would like to learn more about income-eligible program
- No, I would not like to learn more about income-eligible programs

**The following are all requirements of participation in the Pilot. Please indicate your willingness to:**

**11. Sign a Participant Agreement (see Appendix B for sample agreement).**

- Yes

**12. Share all of the required documentation as noted in Table 1 of the Participant Agreement (see Appendix B).**

Yes

**13. Complete a short, online survey at 3 months and at 12 months after the post retrofit audit is completed.**

Yes

**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 the City of Vaughan and that I am not an employee of either City of Vaughan or TRCA and that I have read, understand and agree to the Pilot Terms and Conditions as outlined in the Participant Agreement (Appendix B).

**Thank you for your application!**

## APPENDIX B – PARTICIPANT AGREEMENT

This Agreement between

\_\_\_\_\_ (“Participant”)

and Toronto and Region Conservation Authority (“TRCA”)

dated \_\_\_\_\_.

### Background

The Participant made an application to the Thornhill SNAP Home Retrofit Pilot, an initiative of the Thornhill SNAP which is a program being delivered in partnership by City of Vaughan and TRCA and funded by City of Vaughan. The Participant has been selected to participate in the Pilot, and as a result will be eligible to receive free Retrofit Coaching and financial rebates, up to a maximum of \$3,800 subject to the completion of one eligible retrofit action, and submission of supporting documentation.

### Objective

The main objective of the Pilot is to support homeowners in the Thornhill SNAP 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 until December 31, 2025.

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 Pilot. In a case where the Pilot 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 Pilot 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 retrofit actions.

### **Participant Responsibilities**

1. The Participant agrees to undertake a minimum of one energy or resilience retrofit, to submit required documentation to the Retrofit Coach, including contractor and/or supplier invoices and/or receipts, Home Flood Protection Assessment report (if applicable) and pre and post retrofit photos.
2. The Participant agrees to complete two post retrofit surveys administered at 3 months and 12 months after completion of the project.
3. 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.

### **TRCA Responsibilities**

1. TRCA is responsible for the provision of Retrofit Coaching services, including providing guidance and support to Participant, verifying completeness of work and approving supporting documentation.
2. TRCA is responsible for issuing a financial rebate to the Participant within 60 days of project completion, subject to the requirements of the Participant under this Agreement. The amount of the rebate will be calculated according to *Table 1: Eligible Retrofit Actions, Available Rebates and Required Documentation*.
3. TRCA is responsible for administering post retrofit surveys to the Participant at 3 months and 12 months after completion of the project.

### **Home Retrofit Pilot**

#### ***Table 1: Eligible Retrofit Actions, Available Rebates and Required Documentation***

*Participant is required to complete a minimum of one eligible retrofit action, from either the Energy and/or Resilience actions listed in Table 1 below. Financial rebates, up to \$3,800 per Participant, are available and*

will be awarded based on the type of action completed. See Table 1 below for list of eligible actions and applicable rebate value. **Note, in all cases the individual rebate value per action cannot exceed the cost of the item inclusive of taxes/action as noted on receipts. The total available rebate per Participant is \$3,800.** In all cases rebates will be issued upon completion of the work and subject to Participant submitting required documentation.

<b>Eligible Retrofit Actions</b>	<b>SNAP Home Retrofit Pilot Rebates (values shown are the maximum available per action, per participant unless otherwise noted)</b>	<b>Required Documentation</b>
<p><b>ENERGY RETROFITS:</b> Participants who complete any of the Energy Retrofits outlined below are eligible to stack rebates offered through this Pilot with those offered through the Home Renovation Savings Program or another third-party program unless otherwise specified by those programs. Consult with the Retrofit Coach for further details. Participants are advised to take advantage of both opportunities to help fund eligible retrofit project. <a href="#">Details about the Home Renovation Savings Program can be viewed here.</a></p>		
<p><b>Complete a pre and post energy audit</b></p> <p>Audits must be completed by a licensed Energy Advisor - a list of approved service providers will be provided to all Pilot participants.</p>	<p>\$300</p>	<p>A copy of the pre and post audit report must be provided to the Retrofit Coach</p>
<p><b>Heat Pumps</b></p> <p>Install a cold-climate air source or a ground source heat pump</p>	<p><i>Cold Climate Rebates:</i>                      \$3,000 for existing gas customers                      (\$500/ton)                      \$500 for existing electricity customers</p> <p><i>Ground Source Rebates:</i>                      \$3,000 for existing gas customers                      \$500 for existing electricity customers</p>	<p>For all retrofit actions, participants must provide before and after photos AND licensed contractor receipts detailing work completed. Receipts must include address, name, and details of work completed including specifications of any equipment installed (e.g., heat pump).</p> <p>Any DIY actions must also be supported with receipts for materials purchased (e.g., air sealing products) as well as before and after photos.</p>
<p><b>Solar Panels and Battery Storage</b></p>	<p><i>Panel Rebate:</i>                      Up to \$3,000                      \$1,000/kW</p> <p><i>Battery Storage Rebate:</i>                      Up to \$3,000                      \$300/kWh</p>	<p>(e.g., air sealing products) as well as before and after photos.</p>

<p><i>Install an ENERGY STAR certified domestic <b>heat pump water heater</b></i></p>	<p>\$1,500</p>	
<p><i>Upgrade a minimum of three <b>windows</b> to ENERGY STAR certified models</i></p>	<p>\$400 per rough opening</p>	
<p><i>Upgrade a minimum of one <b>door, sliding door or skylight</b> to ENERGY STAR certified model</i></p>	<p>\$400 per rough opening</p>	
<p><b>Insulation</b></p> <p><i>Increase insulation to 50% of attic area to R50 (from R25 or less)</i></p> <p><i>Increase insulation in a minimum of 20% of basement wall area to R22 (from R10 or less)</i></p> <p><i>Insulate a minimum of 50% of basement slab by a minimum of R3.5</i></p> <p><i>Increase insulation in a minimum of 20% of exterior crawlspace wall area to R20 or more</i></p> <p><i>Add insulation to a minimum of R20 to exposed floor area (min of 11 SQ.M or 120 SF)</i></p> <p><i>Seal and insulate at least 80% of basement header to a minimum of R20</i></p>	<p><i>Attic insulation – \$300</i></p> <p><i>Exterior wall insulation – up to \$2,000</i></p> <p><i>Foundation insulation – \$1,000</i></p> <p><i>Exposed floor insulation – \$150</i></p> <p><i>Basement header - \$250</i></p>	
<p><i>Complete <b>air sealing</b> and achieve base target on Renovation Upgrade Report (from energy audit)</i></p>	<p>\$100</p>	

Replace an <b>existing natural gas stove or gas clothes dryer</b> to an electric version	\$350	
<b>RESILIENCE RETROFITS</b>		
Complete a <b>Home Flood Protection Assessment</b> A list of approved service providers will be provided to all participants.	Up to \$645	A digital copy of the assessment report must be provided to the Retrofit Coach
Install a new <b>submersible sump pump and well</b>	\$1,500	Receipts required as well as before, during, and after photos
Install a <b>backup battery for existing sump pump system or alarm system for existing sump pump</b>	\$250	Receipts required as well as before, during, and after photos
Installation of a <b>back-water valve</b> (note this subsidy is offered through the City's basement flood protection program)	\$750	For back-water valve, Participant must complete City's application form
Install a <b>basement flood alarm</b>	\$100	Receipts required as well as before and after photos
Hire a contractor to excavate and <b>repair foundation cracks and/or damp proof foundation and/or improve or install foundation drainage</b> (exterior of home)	\$3,000	Receipts required as well as before, during, and after photos
<b>Increase the amount of permeable area on your property and replace with an approved option*</b> (e.g. remove	\$15/SF	Participant must provide design details (size of area, materials), receipts, and before and after photos

<i>hardscaping and replace with permeable option (e.g. rain garden, turf grass, etc.)</i>		
<b>Install window well cover</b>	\$75 per window	Receipts required as well as before and after photos of installed covers
<b>Install a rain garden</b> <i>Rebate applies to plants, soil, media, mulch, etc. Decorative objects will not qualify for rebate (e.g. benches, bird bath, fountains, etc.)</i>	\$500	Participant must provide design details (size, materials, plant species), receipts, and before and after photos
<b>Add downspout extenders</b> to all downspouts (DIY)	\$10 per downspout	Receipts required as well as before and after photos of installed extenders
<b>Disconnect downspouts</b> and cap weeper pipes	\$100 per downspout	Receipts required as well as before and after photos
<b>Install a rain barrel</b> <i>(note homeowners can order through rainbarrel.ca or purchase from local retail supplier)</i>	\$85 per rain barrel	Receipts required as well as before and after photos of installed barrel
<b>Plant a native tree</b> in your front or rear yard	\$100 per tree	Receipts required as well as before and after photos of planted tree
<b>Purchase sandless sandbags</b> to have on hand in event of a flood emergency	\$130	Receipts required
<b>Purchase an Emergency Preparedness Kit</b>	\$250	Receipts required
<b>FOLLOW UP SURVEY</b>		
<b>Follow Up Survey</b> <i>Participant agrees to complete a follow-up survey at 3 months and</i>	<i>\$15 gift card will be provided to the participant for each survey completed</i>	<i>Online surveys must be completed. Gift cards will be mailed or emailed within 10 days of survey completion. Store options for the gift card will be</i>

<i>at 12 months following completion of the project.</i>		<i>communicated to Participant at time of survey.</i>
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\*speak to your Retrofit Coach about approved options

**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, City of Vaughan, 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 the City of Vaughan. Any publicly available materials will not include personal identifying information (e.g. address, name, telephone number, etc.).

**Limitation of Liability and Indemnification**

TRCA and City of Vaughan (“ the City”) shall not be responsible and shall not bear any liability for (i) any injury, death, damage or cost incurred by the Participant in any way connected with the Pilot or due to any failure of work completed as part of the Pilot; (ii) any damage to the Participant’s property resulting in any way from the Pilot; and (iii) any failure or default by the Contractor, any Supplier, or any warranties or guarantees associated with the products supplied. The Participant releases TRCA and the City from all actions, suits, and claims related to construction, maintenance or repair of the work.

TRCA and the City do not warrant, guarantee or in any way assure or vouch for the work done by contractors performing work at the Participant’s property nor the performance of any equipment/technology installed.

The Participant shall indemnify and hold harmless TRCA and the City, 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 Pilot 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/or the City, and their respective employees, members, partners or agents.

The Participant agrees and acknowledges that: (i) TRCA and the City 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 Pilot; (ii) the energy cost savings and other benefits described in connection with the Pilot are based on estimates, and actual results may differ; (iii) TRCA and the City do 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 and the City do 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 Pilot; and, (v) TRCA and the City do 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 and the City are 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 City of Vaughan and who reside in a single-family home (detached, semi-detached and townhome) within the [Thornhill SNAP neighbourhood](#).
2. The Participant represents and warrants that such party has due authority and right over the address in City of Vaughan to authorise enrollment in the Pilot and receive home energy retrofit advice and other benefits that the Participant may be eligible for under the Pilot.
3. The Participant agrees and acknowledges that Retrofit Coaching services will be provided by TRCA.
4. The Participant agrees and acknowledges that financing of home energy retrofits may be available through third-party financial institutions (e.g. Canada Greener Homes Loan). 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.
5. 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.
6. Financial rebates received through this Home Retrofit Pilot can be combined with other Provincial and or Federal rebate programs (e.g., Canada Greener Homes Loan, Home Renovation Savings Program) unless otherwise stipulated by those programs.
7. The Pilot benefits and services are subject to availability of funds, and the Pilot 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.
8. Participants who have previously started retrofit work may still be eligible to participate in the Pilot and are encouraged to contact TRCA to discuss eligibility.
9. 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 Pilot.
10. Participants will be responsible for rectifying any issues related to system operation with home retrofit installations.

11. 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 Pilot participant. Pilot participants will be required to acknowledge that TRCA accepts no responsibility for the products or services installed or received as part of this Pilot.
12. 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.
13. The total eligible rebate amount is subject to the type of retrofit actions undertaken as set out in Table 1 of this agreement.
14. Eligible project costs include only those cost elements of the project that are directly attributable to installation of the eligible retrofit actions.
15. The Applicant acknowledges it is their responsibility to apply to external incentive and/or loan programs to maximize their cumulative incentive amount received.
16. If the Participant does not complete the intended retrofit actions before the December 31, 2025 deadline, the Participant will be disqualified from the Pilot and no longer eligible to receive financial rebates. Nearing the December 31, 2025 deadline, the Retrofit Coach will contact the Participant about the status of retrofit action. If the retrofit action 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 and the City.
17. The Participant acknowledges and agrees that there is no guarantee of approval for an extension request.
18. Payment of the financial rebate by TRCA to the Participant is subject to the Participant complying with all terms and conditions listed herein, including but not limited to the eligibility requirements.
19. The TRCA shall have the right in its absolute discretion to decide whether or not the Participant is eligible for financial rebate payment. 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 acknowledges that TRCA shall not be responsible for the Participant's tax consequences resulting from the payment of any part of the rebate and the Participant further agrees to comply with all applicable federal, provincial and municipal laws and regulations.

### **Image Release**

As a Participant you agree that your likeness and image may be digitally recorded in a photo or video ("Digital Images") by or on behalf of TRCA during the Pilot. You hereby consent to such recordings and agree that TRCA and/or City of Vaughan may publish, reproduce, broadcast, communicate by telecommunication (including but not limited to the Internet), exhibit, distribute, adapt and/or otherwise use or re-use all the Digital Images in connection with the promotion, advertising and exploitation of TRCA and the City or TRCA's and/or the City's products or services without any attribution or compensation to the Participant.

As a Participant acknowledge and agree that the TRCA and City of Vaughan shall exclusively own all right, title

and interest (including copyright) in and to the Digital Images and shall be entitled to edit the Digital Images in TRCA and/or the City of Vaughan’s sole discretion. Furthermore, you hereby irrevocably waive any rights that you may have at law or in equity, including but not limited to any personality rights and any rights under privacy laws, to control or restrain the public use of the Digital Images.

Accepted and agreed to this \_\_\_\_\_ day of \_\_\_\_\_, 2025

By: \_\_\_\_\_

Participant Name

By: \_\_\_\_\_

John MacKenzie, CEO

Toronto and Region Conservation Authority

## APPENDIX C – FREQUENTLY ASKED QUESTIONS

### Thornhill SNAP Home Retrofit Pilot - Frequently Asked Questions

- 1. I do not live within the Thornhill SNAP boundaries, but I do live in Vaughan. Can I still apply to participate in the Home Retrofit Pilot?**

Answer: No, unfortunately at this time, the Pilot is only open to residents in the Thornhill SNAP neighbourhood. If you are interested in the program but live outside of the Thornhill SNAP neighbourhood, please contact the City of Vaughan’s Environmental Sustainability team at [environment@vaughan.ca](mailto:environment@vaughan.ca).

- 2. Can I get rebates through the SNAP Home Retrofit Pilot if I am also applying for rebates through the Home Renovation Savings Program or other third-party rebate programs?**

Answer: Yes, rebates can be stacked unless otherwise prohibited by other third-party rebate programs.

**3. Can I get rebates through the SNAP Home Retrofit Pilot if I am also applying for the Canada Greener Homes Loan?**

Answer: Yes, if you are intending to finance your retrofit actions through the Canada Greener Homes Loan program, you are still eligible to participate in the Thornhill SNAP Home Retrofit Pilot and you are still eligible to receive rebates offered through the Pilot.

**4. Am I eligible for rebates if I complete work that is not recommended/identified in my energy audit report (if applicable) or my Home Flood Protection Assessment?**

Answer: Only those actions identified in Table 1 of the Participant Agreement (see Appendix B) are eligible for financial rebates under this Pilot.

**4. How much of a financial rebate will I receive for eligible retrofit actions?**

Answer: Available rebates for eligible retrofit actions are identified in Table 1 of the Participant Agreement (see Appendix B)

**6. What is the deadline to complete all of the retrofit work?**

Answer: The deadline to complete work for the Thornhill SNAP Home Retrofit Pilot is December 31, 2025. Note that other third-party rebate programs may have different deadlines. Participants are responsible for understanding third-party program deadlines and requirements. The Retrofit Coach may be able to provide assistance in this regard.

**7. Can I participate in the Pilot if I am only planning to do one project?**

Answer: Yes, we encourage homeowners who are considering either large or small retrofit plans to apply. Financial rebates of up to \$3,800 are available to help cover the cost of retrofit work.

**8. Can I participate in the Pilot 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 audits and coaching sessions, secure and pay for service providers to complete work). Note that tenants are not eligible for rebates. Rebates will only be issued to the property owner (e.g. the landlord).

**9. How much can I expect to pay for typical retrofit projects?**

Answer: Implementation costs will vary from house to house depending on the specific age/condition of the house and the specifications of the work to be completed. Please request a quote from a reputable contractor to better understand the costs involved for your particular project. Your Retrofit Coach may be able to provide some general cost estimates.

**10. Will I be entitled to rebates if I do the retrofit work myself?**

Answer: Certain types of retrofit actions can be completed by the homeowner (e.g., air sealing). Please speak to your Retrofit Coach before completing any actions on your own.

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

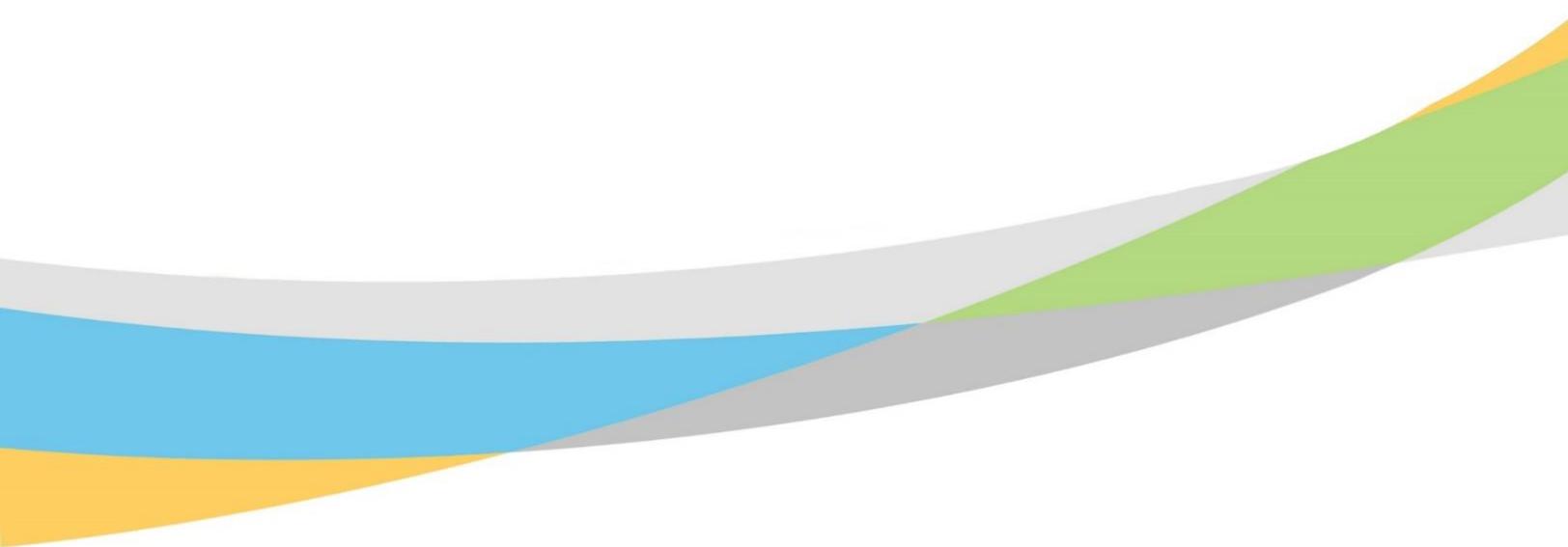
Answer: Homeowners should seek out general contractors that are Workplace Safety and Insurance Board (WSIB) certified and should seek proof of liability insurance. In some cases, contractors must have specialized certifications for completing certain types of work. Your Retrofit Coach can provide more advice regarding contractor selection and oversight.

**12. I would like to make upgrades to my garage. Is this type of work eligible for this Pilot?**

Answer: No, the Pilot is only applicable for projects that are undertaken on the primary residence on the property.

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

Answer: It is recommended that you reach out to the Retrofit Coach to discuss your particular situation. Rebates will not be available for work already fully completed or in progress. Participants would need to complete a minimum of one additional retrofit action to be eligible for a rebate.



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