



# Efficiency Preferred Partner Guidebook

**Congratulations on joining a network of trusted contractors and professionals** across the province that help Nova Scotians achieve their energy efficiency goals.

We share a vision of providing the best to our customers, and you'll have the Efficiency Nova Scotia brand behind you to help grow your business. As an Efficiency Nova Scotia Preferred Partner (EPP), you'll enjoy a number of benefits and exclusive resources:



#### Online Directory

Listing in our online directory, providing your business greater exposure to potential customers requesting direct quotes, ready to begin their projects.



#### Customer Incentives

First to receive updates on changes, new programs, and rebates you can offer your customers.



#### Members-Only Access

Access to members-only resources, such as our EPP Hub, logo, guides, and more to show your customers you are a trusted Efficiency Preferred Partner.



#### Professional Development

Discounts for training and events to help enrich your expertise and service offering.



#### Efficiency Nova Scotia Consultation

Access to our Preferred Partner Solutions Advisor who can help you with any questions you might have.



#### Additional Marketing Exposure

Be promoted through marketing campaigns focusing on the Efficiency Preferred Partners, and use this exposure to differentiate from your competitors.



#### Trusted Network of Professionals

Earn the trust of your customers by building off the leadership of the Efficiency Nova Scotia brand and what it means to be a part of that network.



# Programs & Rebates Overview

Learn more about the rebates we offer, that you can pass on to your Residential and Business customers:

## Residential Programs & Services

### Home Energy Assessment

- Assessment of the entire home, identifying hidden energy-saving opportunities and upgrade recommendations.
- Financing opportunities OR up to \$5,000 in rebates.

### Heating System Rebates

- Rebates up to \$2,500 on energy efficient home heating systems like heat pumps, wood/pellet stoves, water heaters, and solar.

### New Home Construction

- An Energy Advisor will review new home building plans and provide recommendations to improve the energy efficiency of the design.
- Rebates up to \$9,000 available to implement efficiency recommendations.

### SolarHomes

- Nova Scotians can harness the sun's energy with rebates of \$0.60/watt up to 25% of approved solar PV systems cost, or \$6,000, whichever is less.
- Solar powered homes can help reduce energy bills by up to \$1,500 per year.

SolarHomes is funded by the Government of Canada's \$56 million-dollar commitment to Nova Scotia from the Low Carbon Economy Leadership Fund. Efficiency Nova Scotia is administering the program for the province.



## Business Programs & Services

### Small Business

- Qualified small businesses can receive a free energy assessment to identify energy-saving opportunities.
- Rebates available to cover up to 60% of the project costs.
- 24-month interest-free financing OAC available for businesses on their Nova Scotia Power bill.

### Business Energy Rebates

- Mail-in or in-store rebates for a variety of energy efficient equipment and products.
- The rebates are fixed amounts that cannot exceed more than 50% of the product cost or, upgrades can be financed in place of rebates.
- 24-month interest-free financing OAC available for businesses on their Nova Scotia Power bill.

### Custom Solutions

- Best suited for commercial and industrial businesses.
- We can help reduce business's energy use with technical assistance and financial support — up to 50% of the project cost.
- We offer up to \$500,000 to help with the cost of engineering studies as well as energy efficient equipment and installation like:
  - > Compressed air equipment
  - > Motors and variable speed drives
  - > Refrigeration
  - > Lighting design or redesign
  - > Heating, cooling and ventilation (HVAC)
  - > Cogeneration





# Providing the Best Customer Experience

Happy customers are more likely to come back and spread the word about your great work. Here are a couple of things you can do to ensure the best experience possible:

## 1 Communication & Availability

Keeping an open line of communication with your customers is key when working through any project. Answering questions as quickly as possible will help you do your job better, and result in a positive experience for everyone.

## 2 On-site Visits

Life happens, and sometimes that means delays. Be sure to let your clients know what's going on if an appointment or timeline on a project will be delayed. With everyone in the loop, we're ensuring the best customer experience, even if we hit a few roadblocks along the way.

## 3 Feedback

Having a simple process for receiving feedback makes everyone's experience easier and more seamless. Customers get to share their thoughts, and you'll get some helpful advice on how to make your services even better. Now that's a win-win.

## 4 Services for Customers with Disabilities

All Nova Scotians deserve access to energy efficiency and the programs and services we offer. Together, we can make that happen! By modifying operating procedures to provide access for customers of all abilities, you're helping everyone enjoy the good things efficiency brings.

## 5 Customer Privacy

It's important that as partners, the personal information of our customers is kept private through responsible collection, use, and storage. This helps build a trusted relationship, and will keep customers returning to our Efficiency Preferred Partners when they need a job done.

## 6 Overall Quality of Service

Amazing customer service is one of the things that keeps Efficiency Nova Scotia top of mind, and a great partner to home and business owners across the province. As an Efficiency Preferred Partner, that applies to you too!

**Thank you for working together with us to build this trusted resource for Nova Scotians.**

Contact us: **902 470 3645** | [network@efficiencyns.ca](mailto:network@efficiencyns.ca)

We look forward to working with you!