



# Participation Guide

## Dual-Energy Electricity and Natural Gas Program



### Streams

- Residential
- Commercial and institutional



April 1, 2026

## Dual energy gives you the right energy, at the right time

The building sector accounts for a significant share of greenhouse gas (GHG) emissions in Québec, mainly due to space and water heating in the residential, commercial and institutional sectors. With this in mind, Hydro-Québec and Énergir, with support from the Government of Québec as part of the *2030 Plan for a Green Economy (2030 PGE)*, have joined forces to provide grants to Énergir customers seeking to convert their heating system to dual energy (electricity and natural gas). This program contributes directly to Québec's efforts to meet its target of achieving, a 37.5% reduction in GHG emissions by 2035 compared with 1990 levels.

Plan for a  
Green  
Economy



Québec 

As part of the energy transition, Québec must reduce its GHG emissions, optimize the use of its energy resources, and ensure the reliability of the electrical grid during periods of extreme cold. Dual energy is a key solution that can address all these challenges at the same time. It is based on the complementary use of electricity and natural gas, where electricity is used as the primary heating source and natural gas is used only during winter peak periods, when electricity demand is very high. This approach helps reduce GHG emissions while limiting the need for investments in new electricity infrastructure.

The *Participation Guide* is intended for customers seeking a grant to convert their heating system to dual energy.

It outlines the steps required to apply for financial assistance, the eligibility criteria, and the forms required to submit an application.



The conditions for participation have been in effect since **April 1, 2026**. Energir reserves the right to modify or terminate the program at any time without notice. It also reserves the right to interpret the terms and conditions of the financial assistance program. The participant must comply with the program's terms and conditions, use the system in accordance with the requirements, provide the information required for reporting purposes, and comply with the visibility requirements of the 2030 Plan for a Green Economy.



**For more information, please contact:**

- An Énergir representative
- An Énergir partner
- Your engineer or Énergir's DATECH engineers

**For more information or questions:**

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for the custom path:**

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Definitions



# Definitions

The definitions that follow are of various terms used in this guide.

**Appliance:** Addition or replacement of new equipment that meets the program eligibility criteria.

**Central heating system:** A system that distributes heat from a single supply point.

**Commitment period:** The minimum period during which the funded project must remain in operation.

**Conversion:** The replacement of one form of fossil fuel with another energy source that emits fewer GHGs.

**Dual-energy heating system:** A system that uses electricity as the primary energy source and natural gas as a backup source.

**Dwelling:** A building or part of a building intended for occupancy without care or detention, including a house, duplex, triplex or multi-unit residential building (MURB).

**Estimated baseline cost:** Estimated total cost of a scenario without dual energy.

**Eligible expenses:** Expenses that are necessary, justifiable and directly attributable to the completion of eligible work.

**Equipment:** All material components or work required to carry out a project.

**Fossil fuel:** A non-renewable solid, liquid or gaseous fuel derived from a long geological process (methanization), including, in particular, fuel oil, natural gas, diesel, gasoline, propane and butane.

**Greenhouse gases (GHGs):** Gases that absorb and emit infrared radiation (such as CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs and SF<sub>6</sub>).

**House:** A detached, semi-detached or row house with a single dwelling unit.

**Multi-unit residential building (MURB):** A residential building with at least four dwelling units.

**New construction:** A new dwelling that has never been occupied.

**Primary energy source:** An energy source that provides at least 50% of the heating energy.

**Project plan:** A document describing the elements required to evaluate the project.

**Project:** An initiative submitted by a participant to reduce GHG emissions.

**Renewable natural gas (RNG):** Gas from renewable sources that can be injected into the natural gas network.



## Definitions

**Site:** A physical or geographical location where the participant’s activities take place, used, among other things, to calculate financial assistance caps. This location may be distinguished from others by its municipal address. A participant may carry out activities at multiple sites, and each of these sites may participate and receive financial assistance, provided that the per-site maximums set out in the financial assistance structure are respected. In addition, when the term “new site” is used, it is intended in a broad sense to refer to new facilities, new plant sections or new infrastructure. The concept of a site includes all buildings and auxiliary equipment (e.g., silos). The unit in question may be used for production or service delivery. District energy systems are also included in the site concept.

**Work:** All eligible steps related to the dismantling, removal or installation of an energy system.





Description and objective

## Description and objective

The primary objective of this program is the partial conversion of residential, commercial and institutional buildings that use natural gas for space heating to electricity. The proposed approach relies on optimal complementary use of the electricity and natural gas networks.

Dual energy aims to shift a significant portion of natural gas consumption to electricity, while accounting for the real constraint posed by Hydro-Québec's winter peak electricity demand. This initiative helps accelerate the electrification of eligible buildings and the reduction of their GHG emissions from space and water heating.

### The program has two streams:

1. Residential
2. Commercial and institutional

**The Residential grant** offered by Hydro-Québec and Énergir, with support from the Government of Québec as part of the 2030 Plan for a Green Economy, is intended to cover part of the costs of converting a space or domestic water heating system powered by natural gas to a dual-energy electricity-natural gas system, as well as installing such a system in new construction.

**The Commercial and institutional grant** offered by Hydro-Québec and Énergir, with support from the Government of Québec as part of the 2030 Plan for a Green Economy, is intended to cover part of the costs associated with installing one or more dual-energy heating systems in an eligible building or in part of an eligible building. This stream has two paths:

1. Simplified path
2. Custom path

These paths are described on [page 21](#) (Commercial and institutional stream).



Residential

# Residential

This financial assistance is intended to cover part of the costs associated with:

## For an existing dwelling

1. **The conversion of a central space heating system powered by natural gas to a dual-energy electricity-natural gas system, whether it is:**
  - a) A warm air heating system
  - b) A hot water heating system
2. **Removal and replacement of a natural gas water heater with an electric water heater**

## For new construction

3. **The installation of a central dual-energy electricity-natural gas heating system, whether it is:**
  - a) A warm air heating system
  - b) A hot water heating system

## Financial assistance

1. **Conversion of a central space heating system powered by natural gas to a dual-energy electricity-natural gas system in an existing dwelling**

The tables below present the financial assistance offered based on the type of heating system and the number of dwellings served by the system covered by the work.

### a) Warm air heating system

Building type <sup>1</sup>	Government of Québec	Hydro-Québec	Énergir (DAP)	Total (up to)
Single-family home or condo	\$6,000	\$800	\$500	<b>\$7,300</b>
Duplex	\$6,500	\$1,200	\$900	<b>\$8,600</b>
Triplex	\$7,000	\$1,200	\$900	<b>\$9,100</b>
4-19 dwellings	\$1,600 X number of dwellings	\$1,600	\$200 X tonnes of GHGs avoided	\$32,000 + \$200 X tonnes of GHGs avoided

<sup>1</sup> If the dual-energy heating system consists of a centralized natural gas system serving multiple dwellings and an individual electric heating system for each dwelling, the financial assistance provided for one dwelling is granted for each eligible dwelling.



Residential

## b) Hot water heating system

Building type <sup>2</sup>	Government of Québec – Installation of an electric boiler	Énergir (DAP) – Enrolment in the dual-energy rate	Total (up to)
Single-family home or condo	\$3,600	\$500	<b>\$4,100</b>
Duplex	\$3,800	\$900	<b>\$4,700</b>
Triplex	\$3,900	\$900	<b>\$4,800</b>
Multi 4–7	\$1,000 X number of dwellings	\$200 X tonnes of GHGs avoided	<b>Variable amount</b>
Multi 8–19	\$1,050 X number of dwellings	\$200 X tonnes of GHGs avoided	<b>Variable amount</b>

## Electrical upgrade (central hot water system)

Building type <sup>2</sup>	Government of Québec – Increase in electrical capacity <sup>3</sup>	Government of Québec – Electrical service upgrade <sup>4</sup>	Total (up to)
Single-family home or condo	\$2,200	Up to \$5,600	<b>\$7,800</b>
Duplex	\$2,400	Up to \$5,600	<b>\$8,000</b>
Triplex	\$2,400	Up to \$5,600	<b>\$8,000</b>
Multi 4–7	\$4,000	Up to \$1,500 + \$650 X number of dwellings	<b>\$10,050</b>
Multi 8–19	\$5,300	Up to \$1,500 + \$825 X number of dwellings	<b>\$22,475</b>

<sup>2</sup> If the dual-energy heating system consists of a centralized natural gas system serving multiple dwellings and an individual electric heating system for each dwelling, the financial assistance provided for one dwelling is granted for each eligible dwelling.

<sup>3</sup> If required for conversion to dual energy, work to add or replace an electrical panel resulting in an increase in the amperage of the dwelling's electrical service. The new panel(s) must supply the electric boiler. Financial assistance may not exceed 100% of the costs associated with increasing electrical capacity.

<sup>4</sup> If required for conversion to dual energy, work must be carried out to upgrade the dwelling's electrical service between the service mast and the panel. Financial assistance may not exceed 100% of the costs associated with upgrading the building's electrical service.



Residential

## 2. Removal and replacement of a natural gas water heater in an existing dwelling

Financial assistance for water heater conversion is \$250 per eligible dwelling.

A dwelling is considered eligible if heating and domestic hot water are provided by the fuel-based system targeted by the work. The water heater must be replaced in conjunction with the space heating system work.

## 3. Installation of a central dual-energy electricity-natural gas heating system in new construction

The tables below present the financial assistance offered based on the type of heating system and the number of dwellings served by the system covered by the work.

### a) Warm air heating system

Building type <sup>5</sup>	Government of Québec	Hydro-Québec	Total (up to)
Single-family home or condo	\$6,000	\$800	<b>\$6,800</b>
Duplex	\$6,500	\$1,200	<b>\$7,700</b>
Triplex	\$7,000	\$1,200	<b>\$8,200</b>
4–19 dwellings	\$1,600 X number of dwellings	\$1,600	<b>\$32,000</b>

### b) Hot water heating system

Number of dwellings served by the heating system <sup>5</sup>	Equipment installation
1 dwelling	\$3,600
2 dwellings	\$3,800
3 dwellings	\$3,900
4–7 dwellings	\$1,000 X number of dwellings
8–19 dwellings	\$1,050 X number of dwellings

<sup>5</sup> If the dual-energy heating system consists of a centralized natural gas system serving multiple dwellings and an electric individual heating system for each dwelling, the financial assistance for one dwelling is paid for each eligible dwelling.



Residential



### Eligible expenses

Eligible expenses are those that are necessary, justifiable and directly attributable to the completion of eligible work, namely the costs of purchasing, installing and commissioning eligible new mechanical and electrical systems.

The following expenses are not eligible: tool rental, maintenance costs, energy costs, expenses incurred to prepare the financial assistance application, expenses that are not necessary or justifiable for the eligible work, extended warranty costs and taxes (GST and QST).

## Contributions from other organizations

Participants may combine financial assistance from energy distributors, the governments of Québec and Canada, including tax credits, as well as from municipal entities that are not direct beneficiaries of the program. Total financial assistance may not exceed 80% of eligible expenses for the work.

## Eligibility criteria

### 1. Eligible customers

Owners of an eligible home in the following categories can participate in the program:

- A natural person;
- A business registered with the *Registraire des entreprises du Québec*;
- A non-profit organization;
- A condominium association;
- An association;
- A group of individuals;
- A cooperative;
- A trust;
- A municipality;
- A band council, Indigenous community or Indigenous nation recognized by the National Assembly.

Participants can submit an application for each home they own. A separate application must be submitted for each home.



A participant who purchases a home for which the work was carried out by a previous owner is not eligible to receive financial assistance for that work.

Certain situations may make a participant ineligible for the program.<sup>6</sup>

## 2. Eligible homes

**The following types of homes are eligible:**

- A house (detached, semi-detached or row house, mobile home, four-season cottage, etc.);
- A duplex (intergenerational home, home with a secondary unit);
- A triplex;
- A multi-unit residential building;
- A divided co-ownership building with individual heating systems;
- A rooming house.

**To be eligible, the home must meet the following requirements:**

- Be located in Québec;
- Be suitable for year-round occupancy;
- Have an electrical service distributed throughout the home and be connected to the Hydro-Québec grid or to a municipal or cooperative system;
- Be supplied with potable water by the municipality or a private source;
- Be connected to the municipal sewer system or equipped with a private septic system or wastewater holding tank;
- Not be connected to an autonomous electricity generation system;
- Have no more than 19 dwellings or meet the definition of a divided co-ownership building with individual heating systems;
- Be connected to a natural gas distribution network for at least 12 months in the case of existing buildings;
- Not have been billed under Hydro-Québec's dual-energy rate or by a municipal or cooperative electricity distribution network for at least 12 months prior to the date of the financial assistance application and the start of the work.

<sup>6</sup> A participant is not eligible for the program if they fall into any of the following situations: (i) Québec government departments, budget-funded bodies or government enterprises listed in Schedules 1 and 3 of the *Financial Administration Act* (CQLR, c A-6.001); (ii) persons appointed by the National Assembly, as well as federal departments and agencies; (iii) entities listed in the register of enterprises ineligible for public contracts (RENA), including their subcontractors listed in the RENA; (iv) entities that are bankrupt or insolvent within the meaning of the *Bankruptcy and Insolvency Act*; (v) entities that have failed to meet their obligations after receiving formal notice regarding previously awarded financial assistance by a Québec government department or body; (vi) entities that are in a dispute with the MELCCFP; and (vii) entities that do not meet the high standards of integrity expected by the public of recipients of financial assistance paid from public funds.



Residential



### 3. Eligible work

The work must involve converting a central warm air or hot water space heating system (furnace or boiler) that uses natural gas to a dual-energy electricity-natural gas system.

A water heater using the same fuel as the heating system may also be eligible under the program, provided that the natural gas domestic hot water system is converted to electricity at the same time as the central natural gas heating system is converted to dual energy.

The work must include the purchase and installation of new equipment resulting in the exclusive use of a dual-energy heating system that uses electricity as the primary energy source and natural gas as the backup source. This includes one of two options:

- In the case of a central warm air heating system: the purchase and installation of an air-to-air heat pump whose model appears on the list of eligible heat pumps.<sup>7</sup> Only central systems paired with gas-fired equipment (furnace or other) are eligible;
- In the case of a central hot water heating system: the purchase and installation of an electric boiler or an air-to-water heat pump. The work may also include an electrical upgrade, if required, to enable conversion to dual energy in an existing home. This may include:
  - The addition or replacement of electrical panels resulting in an increase in the home's electrical service amperage;
  - An upgrade to the home's electrical service between the service mast and the electrical panel.

### 4. Requirement to subscribe to the dual-energy rate

Participants must subscribe to the electricity distributor's dual-energy rate in order to receive the financial assistance and must commit to using the dual-energy electricity-natural gas system under that rate for a minimum of 10 years from the date of subscription.

### 5. Requirement to use RNG

If the work involves new construction, the participant must also subscribe to the natural gas distributor's RNG rate in order to receive the financial assistance and must commit to incorporating 100% renewable natural gas into their annual gas consumption, starting from the date of subscription to the rate, for the lifetime of the system.

<sup>7</sup> Énergir is responsible for producing and publishing the list of eligible heat pumps. Énergir reserves the right to amend this list when it deems necessary.



Residential



## 6. Contractor carrying out the work

Eligible work must be carried out by a business that is registered with the *Registraire des entreprises du Québec*, holds the appropriate licences issued by the *Régie du bâtiment du Québec* (RBQ) for the work to be performed, and belongs to the relevant industry association.

## 7. Deadlines to submit an application

To be eligible, the application for financial assistance must be received by Énergir no later than 12 months after the start of the work.

In the case of new construction where the central heating system is installed during construction under the responsibility of the contractor or developer, the application for financial assistance must be received by Énergir within 12 months of the date of notarized purchase of the home by the first owner.



# Commercial and institutional

## Simplified and custom paths

This financial assistance is intended to cover part of the costs associated with installing one or more dual-energy heating systems in an eligible building or in part of an eligible building. This stream has two paths:

1. **Simplified path:** intended for customers who wish to receive pre-established financial assistance based on the equipment installed. The assistance is capped based on the characteristics of the equipment listed or at a maximum amount specific to this path.
2. **Custom path:** intended for customers whose equipment or expenses cannot be modelled in the simplified path, who do not wish to be limited to pre-established equipment, or who believe they may qualify for financial assistance exceeding the maximum amount offered with the simplified path.

The choice of path affects both the amount of financial assistance that may be obtained and the steps to follow.

With the **simplified path**, the process is streamlined, as financial assistance is determined directly based on the characteristics of the listed equipment and capped at a maximum amount.

**With the custom path**, financial assistance is adjusted based on the nature of the project. Each application is subject to a detailed analysis that takes into account the project's characteristics, the proposed equipment, and the breakdown of submitted expenses. Submitting a project, along with a project plan prepared and signed by a member in good standing of the *Ordre des ingénieurs du Québec (OIQ)*, requires a more in-depth review of the application. Once the project has been completed, the financial assistance is recalculated based on actual costs.

The *Financial assistance* section outlines the terms and conditions specific to each of the two paths.

Commercial and institutional





## Financial assistance<sup>8</sup>

### Simplified path

Financial assistance is determined based on the estimated cost of carrying out the project, using the following calculation, up to a maximum of \$250,000 per application and per site:

$$80\% \times (\text{Estimated project cost} - \text{Estimated baseline cost})$$

Énergir reserves the right to review, adjust, limit or deny financial assistance for a project if the anticipated GHG reductions are not aligned with the program’s objectives.

Énergir may request any additional information necessary to validate assumptions, thermal loads, energy use or equipment sizing. Financial assistance may be adjusted or revised accordingly.

### Custom path

The custom path offers financial assistance determined based on a detailed project description and a more comprehensive cost estimate (supplier quotes, implementation time calculations, etc.).

Financial assistance is determined based on the estimated cost of carrying out the work, using the following calculation, up to the lesser of the maximum amounts in the table below:

$$80\% \times (\text{Estimated project cost} - \text{Estimated baseline cost})$$

#### Parameters for maximum financial assistance with the custom path

Category	\$/t CO <sub>2</sub> e	Maximum per application (\$)	Maximum per site <sup>9</sup> (\$)
Maximum financial assistance amount	\$250 <sup>10</sup>	\$3,000,000	\$6,000,000

<sup>8</sup> These terms and conditions apply to financial assistance applications received as of April 1, 2026.

<sup>9</sup> Please refer to the “Definitions” section.

<sup>10</sup> The annual GHG emissions reductions, expressed in tonnes, are calculated over a 10-year commitment period. Énergir uses protocol QC.30, *Fuel Distribution*, of the RMRCECA, applicable to fuel distributors (such as Énergir), to quantify emissions related to the combustion of fossil natural gas and RNG.

For more information on the methodology used, visit the page [Methodologies for Calculating and Demonstrating Greenhouse Gas Emissions Reductions](#).



Commercial and institutional



### Eligible expenses

Eligible expenses include:

- Purchase and installation of one or more electric heating appliances;
- Purchase and installation of one or more hybrid heating appliances powered by natural gas and electricity;
- Increased electrical capacity (new circuit breaker panel with a higher capacity than the current one), if required;
- Electrical modifications to add a Hydro-Québec meter dedicated to dual-energy electric appliances;
- Upgrade to the building's electrical service between the service mast and the panel (including copper wiring from the panel to the meter base, copper wiring to the connection at the top of the mast, a new meter base, junction/pull box, new mast and accessories), if required;
- Any other expenses strictly required to enable dual-energy operation, including:
  - Roof curb adapter;
  - Addition of aesthetic panels required by regulation;
  - Transformer for equipment operating at a voltage other than 600 V.

The following expenses are not eligible: purchase and installation of natural gas equipment and related components; upgrades, including electrical upgrades, where carried out to replace outdated or end-of-life equipment; connection to the natural gas network for new buildings; and internal costs for the simplified path.

## Contributions from other organizations

Financial assistance from organizations other than Énergir, Hydro-Québec and the Government of Québec cannot be combined.

## Eligibility criteria

### 1. Eligible customers

The following are eligible to participate:

- Any business, regardless of its sector of activity (commercial, institutional, municipal, industrial, agricultural or manufacturing, including the primary and secondary sectors), legally constituted under the laws of Québec or Canada and with an active establishment in Québec;
- Any consortium;
- Any social economy enterprise (cooperatives and non-profit organizations [NPOs]) within the meaning of the *Social Economy Act* (CQLR, c E-1.1.1);



Commercial and institutional



- Any natural person operating a sole proprietorship;
- Any Indigenous community or Indigenous nation recognized by the National Assembly.

Certain situations may result in ineligibility for the program.<sup>11</sup>

## 2. Eligible buildings

Eligible buildings include:

- Buildings in the following sectors:
  - Commercial;
  - Institutional;
- Mixed-use buildings (residential and commercial) heated with natural gas:
  - Buildings with 19 or fewer dwellings where the commercial or institutional units are heated with natural gas:
    - If the heating system for residential and non-residential units is shared (central), work carried out in all units is eligible for this stream;
    - If the heating systems for residential and non-residential units are separate, only the non-residential units are eligible for this stream. Residential units must register for the Residential stream;
  - Mixed-use buildings with 20 or more dwellings are eligible, regardless of which part of the building is heated with a natural gas system;
- Residential (non-mixed-use) buildings with 20 or more dwellings.

The following buildings are not eligible:

- Buildings eligible for the Residential stream;
- Buildings located on an industrial site, for example:
  - Industrial buildings;
  - Parts of an industrial building used for commercial purposes or administrative offices;
  - Buildings located on an industrial site, near an industrial building whose use is commercial or administrative (offices).

<sup>11</sup> A participant in any of the following situations is not eligible for the stream: (i) is a Québec government department, budget-funded body or government enterprise listed in Schedules 1 and 3 of the *Financial Administration Act* (CQLR, c A-6.001); (ii) is a person appointed by the National Assembly; (iii) is a federal department or agency as defined in Schedules I and I.1 of the *Financial Administration Act* (R.S.C. 1985, c. F-11); (iv) has failed to meet their obligations after receiving formal notice in connection with previously awarded financial assistance from a Québec government department or body; (v) is bankrupt or insolvent within the meaning of the *Bankruptcy and Insolvency Act* (R.S.C. 1985, c. B-3); (vi) is listed in the register of enterprises ineligible for public contracts (RENA); (vii) operates in the production or marketing of cannabis products not authorized by Health Canada; (viii) does not meet the high standards of integrity expected by the public of a recipient of financial assistance paid from public funds.



Commercial and institutional



### 3. Énergir natural gas

#### Existing building

To be eligible, the participant must be an Énergir customer and use natural gas for space heating. The building must have been heated with natural gas for at least 12 months prior to the date of the application to the *Commercial and Institutional Dual-Energy stream*. More specifically, natural gas consumption must be:

- Used exclusively or primarily for space heating in the building in question;
- Regular and continuous during the 12 months preceding the application date, particularly during the heating season.

#### New construction

The building must have access to Énergir's natural gas network and be about to be connected to it.

### 4. Eligible work

The work must involve installing one or more dual-energy heating systems in an eligible building or in part of an eligible building. The heating system must serve only the loads covered by Hydro-Québec's low- and medium-power dual-energy rate.

The new equipment installed must be new equipment used in dual-energy mode.

In all cases, the installation must allow electricity to be used as the primary energy source and natural gas as the backup source in a dual-energy system.

The three types of eligible projects are:

- Replacement of one or more natural gas heating appliances that have reached the end of their useful life and the addition of one or more electric heating appliances in dual-energy mode;
- Addition of one or more electric heating appliances in dual-energy mode in combination with one or more existing natural gas heating appliances to be replaced at a later date;
- Installation of one or more dual-energy heating systems consisting of a natural gas heating appliance and an electric heating appliance in the case of new construction, an expansion or a major renovation.

The following work is not eligible:

- Work completed prior to submission of the funding application;
- Work to convert to electricity in dual-energy mode involving a fossil fuel other than natural gas;
- Replacement of a natural gas water heater with an electric water heater.



Commercial and institutional



## 5. Contractor carrying out the work

The work must be carried out by contractors whose business is registered with the *Registraire des entreprises du Québec*. The contractors must hold the appropriate licences issued by the *Régie du bâtiment du Québec* (RBQ) for the work to be performed and, where applicable, be members of the appropriate professional order.

## 6. Requirement to subscribe to the dual-energy rate

The participant must commit to using Hydro-Québec's dual-energy rate or that of a municipal or cooperative electricity distribution network participating in the *Commercial and Institutional Dual-Energy stream* for a minimum of 10 years. The rate varies depending on the type of building.

## 7. Timeline for completing the work

The work must be completed within 48 months of Énergir's confirmation of financial assistance. An additional period of up to 12 months may be granted in exceptional circumstances.

## 8. Cut-off date (eligibility of expenses)

For expenses to be eligible as part of a dual-energy project, the project must be submitted no later than 30 days after the start date of the work.

- Simplified path: The start date of the work is the date the first invoice for the dual-energy project is issued;
- Custom path: The start date of the work is the date of the first purchase order for the dual-energy project.



# Completion steps

## Residential stream | Commercial and institutional stream (simplified path)

### Step 1

#### Customer support and guidance

For a new project, the participant is encouraged to contact a contractor, an Énergir partner or an engineer to receive guidance tailored to their situation. If the participant is not already working with a professional, they can [contact Énergir for information and to be directed to the appropriate resources](#).

### Step 2

#### Preliminary grant calculation

The participant works with a professional to define the project. At this stage, the professional provides a quote along with a preliminary grant calculation. This calculation is reviewed in advance by Énergir.

### Step 3

#### Signature of the dual-energy agreement and submission of the required documents

Once the participant has accepted the quote, they must sign the dual-energy agreement.

The duly signed agreement must be sent to Énergir along with the following documents:

- Proof of building ownership (property assessment roll, property tax bill or notarized deed);
- An electricity bill issued prior to the work, where applicable.

### Step 4

#### Equipment installation

A start date for the installation work must be scheduled between the participant and the designated professional.



## Step 5

### Submission of the certificate of compliance to the electricity distributor

Once installation is complete, the responsible professional submits the certificate of compliance to the electricity distributor. This step triggers the installation of the dual-energy meter and the application of the dual-energy rate.

## Step 6

### Payment of the grant

To enable payment of the grant, all documents required to process the application must be sent to Énergir. The financial assistance will only be paid once these documents have been received and deemed compliant.





## Commercial and institutional (custom path)

### Step 1

#### Project preparation and submission of the financial assistance application

The participant must apply for financial assistance by preparing submitting all required documents to Énergir.

The application must include the following documents:

- **Project plan:** The participant must complete the Project Plan template provided under the program. The project plan must meet the program requirements and be signed by a member in good standing of the *Ordre des ingénieurs du Québec* (OIQ). This document must, in particular:
  - Present the project's baseline scenario as well as the project scenario;
  - Be structured to clearly highlight the key elements and main stages of the project;
  - Reflect the relevant requirements of ISO 14064-2.
- **Financial assistance application form:** Tabs 1 to 4 must be duly completed. For the **Detailed Cost Report (Tab 3)**, only the **Cost Estimate** section is required.
- **Signed version of the financial assistance application form (Tab 1):** A signed PDF version must be provided by an authorized signatory of the business. The authorized signatory must be a person registered with the *Registraire des entreprises du Québec*. If not, legal proof of authorization must be provided, which may take the form of a power of attorney, a resolution or a delegation of signing authority.
- **Proof of ownership**
- **A copy of an electricity bill for the 12 months preceding the work**
- **Supporting documents:** Any document deemed relevant to support the application may be included (equipment data sheets, spreadsheets, feasibility study, building energy simulation, rate simulation, plans, related reports, etc.).

It is the participant's responsibility to ensure that the most recent versions of the documents are used, as they may be updated periodically.

By submitting an application, the participant declares that they have read the program's eligibility criteria.

Once the required documents have been duly completed, they must be sent to Énergir by email at [ventescmj@energir.com](mailto:ventescmj@energir.com).



Upon receipt of a complete application, a dual-energy expertise advisor is assigned to the file. The participant is then provided with this person's contact information and may communicate with them directly regarding the status of the application.

If the application meets the program criteria, Énergir confirms acceptance of the project and the cut-off date by email. As of that date, the participant is authorized to incur eligible expenses as part of the project.

## Step 2

### Review of the financial assistance application and project documents, and approval of the application

Énergir reviews the financial assistance application and project documents against the program's eligibility criteria.

During this stage, Énergir may request additional information or require changes to the content of the financial assistance application or project documents. Any application that does not meet the program's criteria may be rejected.

Énergir confirms by email the maximum amount of financial assistance provided.

Énergir also provides the participant with:

- The final version of the **financial assistance application form**. It is the participant's responsibility to verify the accuracy of the technical data included in the form. In case of doubt, the participant must have this information validated by their engineer and promptly notify Énergir of any information that must be corrected or updated.
- A **dual-energy agreement** for signature by the authorized signatory. The participant must return a signed copy of the agreement to Énergir by email at [ventescmj@energir.com](mailto:ventescmj@energir.com) in PDF format. This agreement is the primary document governing the payment of financial assistance.

## Step 3

### Project implementation

From the date Énergir confirms approval of the financial assistance, the participant has 48 months to complete the approved project. The participant must notify Énergir if this timeline cannot be met. After this period, Énergir reserves the right to refuse payment of financial assistance. The project, as approved by Énergir, must be fully implemented.



## Step 4

### Submission of post-work documents and commissioning report

Once the work is finished, the participant completes the forms and submits the following documents:

- **Financial assistance application form;**
  - **Detailed cost report (Tab 3), Cost tracking** section;
  - **Énergir and Hydro-Québec calculation (Tab 4)**, with previously entered information updated;
  - **Internal expenses (Tab 5)**, if applicable: in the case of internal fees, the participant must provide the salaries of employees involved in the project or use industry-recognized average rates;
- **Project commissioning report**, duly completed and signed by an engineer who is a member in good standing of the *Ordre des ingénieurs du Québec* (OIQ);
- Copies of invoices, relevant cost records and any other required supporting documentation reflecting the actual project costs;
- Equipment data sheets and numerical tables or Excel spreadsheets.

This submission must be sent to Énergir in accordance with the program's terms and conditions no later than 48 months after the date indicated in the application acceptance email.

## Step 5

### Application review and payment of financial assistance or request for changes

The participant must provide Énergir with a copy of the invoice in order to claim the financial assistance amount, including applicable taxes (GST and QST).

Énergir reviews the project and, if the file is deemed satisfactory, meaning it meets the implementation requirements, issues the payment and notifies the participant. If the project scope has changed during implementation or if the project is deemed unsatisfactory, Énergir reserves the right to request changes and to suspend payment of financial assistance until those changes have been made.





## Step 6

### Post-installation inspection

Énergir reserves the right to carry out an inspection visit within twelve (12) months following the installation and commissioning of the dual-energy system. The inspection will be conducted by a dual-energy expertise advisor.

Énergir will contact the designated contact person to schedule the inspection. During this visit, the participant who received financial assistance under the dual-energy program must be able to demonstrate that the eligible measures have been properly installed and commissioned.

If the inspection shows that the declared measures have not been installed, commissioned or configured in accordance with the program requirements, or are not operational, the participant agrees to immediately reimburse Énergir for the financial assistance received under the program.





# Form and useful links

## Residential

### Contact forms

[Residential dual energy – Single family, duplex, triplex](#)

[Multi-residential dual energy – 4 or more units](#)

### Useful links

To view the list of eligible air-to-air heat pumps for the Residential stream: [List of eligible air-to-air heat pumps](#)

To check their eligibility for the Residential stream grant, residential and multi-residential customers can complete a [dual-energy quiz in the Customer Space](#).

## Commercial and institutional

### Contact forms

[Commercial and institutional dual energy – Business](#)

### Forms for the custom path

[Grant Application Form \(Tabs 1 to 5\)](#)

[Project plan](#)

[Commissioning report](#)



Form and useful links