

# Contractor checklist

Manitoba Hydro does not endorse any particular brand of heat pump or any particular heat pump installer.

Manitoba Hydro does not inspect or warranty any heat pump make/model or installation, and will not mediate disputes between the contractor and homeowner.

To be eligible for the Residential Earth Power Loan, your contractor must be an installer/contractor certified/accredited by one of the following:

- An installer/contractor certified by the Manitoba Geothermal Energy Alliance (MGEA)  
OR
- Installer accredited by the Canadian GeoExchange Coalition (CGC)

## Questions to ask:

CONTRACTOR NAME

ADDRESS

PHONE

FAX

EMAIL

BUSINESS LICENSE NUMBER

**What form of agreement do you require before undertaking work in a home?**

- Verbal agreement
- Written quotation signed by the homeowner
- Contract specifying the work to be done, and the start and completion dates.

**Do you carry property damage and public liability insurance?**

- Yes
- No

**If yes, with which insurance company?**

**How much liability insurance coverage do you have?**

**Are you bonded?**

- Yes
- No

**What is the value of your bonding?**

\$

**Will the lights in my home flicker upon heat pump motor start-up?**

- Yes
- No

**If yes, what solution can you provide to prevent the lights from flickering?**

**How many geothermal heat pumps have you installed?**

**What are the names and phone numbers of two customers you have done work for in the last year whom I could call as references?**

NAME

PHONE

NAME

PHONE

**Are you and your staff members of a trade association or organization?**

- Yes (if so please indicate)
- No
- Manitoba Geothermal Energy Alliance (MGEA)
- Canadian GeoExchange Coalition (CGC)
- Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI)
- Manitoba Home Builders' Association (MHBA)
- Construction Association of Rural Manitoba (CARM)
- Local Chamber of Commerce
- Better Business Bureau
- Other, specify

**Aside from yourself, who will actually do the work?**

- The contractor
- Contractor's employees
- Sub-trades
- Other, specify

**Which of the following installer/contractor training or accreditation certificate(s) are held by the individual installing the heat pump?**

- Recognized by the Manitoba Geothermal Energy Alliance (MGEA)
- Canadian GeoExchange Coalition (CGC) installer accreditation
- Certified by individual heat pump manufacturer
- HRAI's Residential Heat Loss & Heat Gain Calculation course
- HRAI's Residential Air System Design course
- HRAI's Residential Radiant Hydronics Design course
- Other, specify