



Energy Finance Plan

Resource Guide

for contractors and retailers



Available in accessible formats upon request.

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Contact Us

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ResidentialFinancing@hydro.mb.ca

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www.hydro.mb.ca/contractors/suppliers/

Supplier Participation (Contractor & Retailer)

In order to offer Manitoba Hydro financing programs, including the Energy Finance Plan (EFP), your company must register to become a participating supplier with Manitoba Hydro and have an active Supplier Participation Agreement that is in good standing. Your company **must** be registered to work with Manitoba Hydro's financing programs prior to commencing any projects.

If several sub-trades are engaged to complete the installation, one supplier must be designated as the primary supplier and only one Agreement will be accepted from the primary supplier covering the whole amount to be financed.

Apply to be a Participating Supplier

Looking to offer Manitoba Hydro financing programs to your customers? Registration is free-of-charge and easy to complete!

Visit www.hydro.mb.ca/contractors/supplier_request/ to begin the process. A member of the Residential Financing team will contact you regarding the status of your application within 5 business days.

Registration includes signing a Supplier Participation Agreement form. This is a one-time mandatory requirement for program participation and is the first step to becoming a participating supplier of our programs. Once your application is approved by Manitoba Hydro, a welcome package of all the information you need to help your customers apply for the financing programs will be emailed to you. Your business must be registered to conduct business in Manitoba and have a valid business registration number to qualify.

Request Program Materials

Running low on Agreement forms or brochures? Participating suppliers can order program materials and loan Agreement forms by visiting

www.hydro.mb.ca/contractors/financing_materials/.

We also have PDF versions of the Agreement forms available for your convenience, contact us to learn more!

Program Overview

The Energy Finance Plan (EFP) provides Manitoba Hydro customers with convenient on-bill financing for making natural gas and electrical upgrades to their property. The EFP encourages customers to make upgrades to their property while minimizing the financial burden of paying the upfront cost of the upgrade. Manitoba Hydro pays the supplier directly for the customer invoice, and qualifying customers re-pay the loan on their monthly energy bill.

The EFP is available for residential, small commercial, seasonal, and farm customers with approved credit.

Financing Details



Finance up to \$5,000
per residence



Maximum loan term of
5 years



Monthly installments
applied to customer's
energy bill

Additional Financing Details

- Loans are processed at a fixed interest rate for the 5-year term. To view the most current interest rate, please visit the [Supplier Resource page](#).
- The minimum amount that can be financed is \$500 and \$15 minimum monthly payment.
- Repayment of the loan is the responsibility of the property owner and **not the tenant**.
- Additional or complete payments may be made after six months from the first finance charge on the customer's account. **If a customer pays the entire outstanding balance of their loan within the first 6 months of the Agreement, they will be charged a \$20 administrative fee.**
- Labour cannot be financed in the absence of a qualifying technology.
- The loan becomes due and payable when the property is sold or the title to the property changes. The loan is **not transferable**.
- The cost of one upgrade cannot be split between two Agreements or financing programs.
- The EFP may be changed or terminated at any time and without notice. Existing loan Agreements would remain in effect.

Eligible Upgrades

Products eligible for financing

- ✓ Upgrades to electrical service entrance and panel board equipment;
- ✓ Wiring circuits and associated equipment;
- ✓ Natural gas piping, venting, ductwork, delivery, permit costs and taxes;
- ✓ Central air conditioning systems (must have a minimum SEER of 13.0);
- ✓ Electric/conventional natural gas water heaters (electric must meet CSA C-191 standard);
- ✓ Electric and natural gas furnaces and boilers for seasonal, farm, and small commercial customers;
- ✓ Combination heating systems;
- ✓ Combination heating/cooling systems;
- ✓ Unit heaters (natural convection, forced air or forced air infrared);
- ✓ Direct vent natural gas fireplaces (built-in and free-standing);
- ✓ Security lighting and fixtures*;
*when undertaking electrical and energy improvement work
- ✓ Fire/smoke detectors*;
*when undertaking other electrical and energy improvement work
- ✓ Gas pool heaters;
- ✓ Permanently installed electronic air cleaners;
(the use of any plug-in type of power adapter is not allowed)
- ✓ Permanently installed humidifiers (hard-wired);
- ✓ Permanently installed dehumidifiers (hard-wired);
- ✓ Permanently installed air purifiers (hard-wired);
- ✓ Furnace UV lights;
- ✓ ERVs not rated to -25°C;
- ✓ Conventional air source heat pumps;
- ✓ Radon mitigation (through a C-NRPP certified contractor).

Ineligible Upgrades

Products that are not eligible for financing

- ⊗ Wiring and related equipment for buildings not previously supplied with electrical service;
- ⊗ Purchase of free-standing or built-in appliances including (but not limited to):
 - ⊗ Countertop ranges;
 - ⊗ Garbage disposal units;
 - ⊗ Wall ovens;
 - ⊗ Water pressure systems;
 - ⊗ Range hoods;
 - ⊗ Vacuum systems;
 - ⊗ Dishwashers.
- ⊗ Natural gas/electrical materials that are not installed by an allied gas fitter/electrician licensed by the province of Manitoba;
- ⊗ Used equipment or materials;
- ⊗ Masonry or carpentry for mantels or hearths (unless part of a larger project);
- ⊗ Companion appliances purchased independently;
- ⊗ Toilets;
- ⊗ Windows;
- ⊗ Insulation;
- ⊗ Back-up generators;
- ⊗ Labour related to customer supplied materials;
- ⊗ Wood stoves, wood boilers, or any wood-fired heaters/furnaces;
- ⊗ Any replacement parts.

Customer Participation

The following Manitoba Hydro customers may qualify for the Energy Finance Plan (EFP):

- ✓ Residential, including condominium units*;
- ✓ Commercial properties billed at small commercial rates;
- ✓ Seasonal (customers on seasonal billing must convert to monthly billing to be eligible);
- ✓ Farm.

The applicant must be a new or existing Manitoba Hydro customer and the owner of the property where the upgrade(s) are to take place.

*Owners of condominium units and Condominium Corporations billed at the residential rate are also eligible subject to meeting all terms and conditions applicable to homeowners.

The applicant must have approved credit from Manitoba Hydro prior to proceeding with the work. Manitoba Hydro does not give verbal approval for loans; a loan Agreement must be submitted prior to approval being given.

Ineligibility

Financing is **not** available for:

- ✗ Properties under construction;
- ✗ Vacant properties;
- ✗ Projects in progress or already completed.
- ✗ Labour - If the owner undertakes their own renovation work, the loan can only be used to cover the purchase of materials and cannot include charges for the owner's personal labour.

The loan is not transferrable. It will automatically become due and payable when the property is sold or the title to the property changes.

Please refer to the [Energy Finance Plan Agreement](#) for the full terms and conditions.

Steps to Participate

Steps on getting started:

1 Provide a customer quote

The customer contacts a participating supplier to receive a quote on a [qualifying product](#).

2 Fill out the Energy Finance Plan Agreement

The supplier completes the Energy Finance Plan (EFP) Agreement with the customer. The customer must complete the credit information section and sign the credit review authorization section. If more than one person owns the property, **all owners** are required to sign and be listed on the Agreement, owner signatures must all be witnessed by a third party, and **all owners must initial Clause #6**.



Financing terms can be calculated using the [online financing calculator](#).

3 Email Manitoba Hydro's Residential Financing team

The supplier emails **all parts** of the signed Agreement (including the unsigned copy of the Completion Certificate) along with a **detailed quote** for **all work** being done to Manitoba Hydro for credit approval. **Please ensure your documents are in a PDF format.**

Email: ResidentialFinancing@hydro.mb.ca

Financing Agreements must be approved by Manitoba Hydro before the supplier can begin work on the property.

4 Manitoba Hydro conducts a customer credit review

Manitoba Hydro completes the credit review process and notifies the supplier about the status of the application (via email). If approved, Manitoba Hydro will provide the supplier with the credit approval number which the supplier will record on the Agreement form in the space provided. The supplier will then contact the customer informing them of their application status.

5 Complete the specified work

The supplier may now proceed with the work as specified on the EFP Agreement.

- ✔ The supplier obtains any required permits and undertakes the renovation.
- ✔ The renovation work must meet the requirements of the Manitoba Building Code and applicable bylaws.
- ✔ **The supplier must complete the work within 6 months of the approval date.**

6 Obtain owners signature on Completion Certificate

Within 30 days of completing the work, the supplier arranges for **all owners** to sign and date the Completion Certificate. **Do not have the owners sign the Completion Certificate until after the work is complete.**

7 Mail all documents to Manitoba Hydro

The supplier mails the following original documents to Manitoba Hydro within 30 days of completing the work:

- ✓ **White** copies of the EFP Agreement and Completion Certificate as well as any other applicable forms.
- ✓ The customer's **original invoice**.
The invoice for work and/or materials must be:
 - Made out to the customer and include the installation address of the upgrade.
The invoice must not be made out to Manitoba Hydro.
 - The invoice must clearly describe the material purchased or installed (e.g. full description of home heating equipment including make, model, and size/capacity) along with a complete cost breakdown.

Incomplete Agreements and/or invoices will be returned for correction and payment will not be made until this requirement is met.

Mail to: Manitoba Hydro – Energy Finance Plan
360 Portage Ave
Winnipeg, MB R3C 0G8

8 Retain Agreement copies for your records

The supplier retains all pink copies for their records and gives the yellow copies to the customer.

9 Manitoba Hydro sets up customer's monthly payments

Manitoba Hydro's Customer Billing Department arranges for monthly payments to be added to the owner's energy bill.

10 Manitoba Hydro pays supplier

Manitoba Hydro's Accounts Payable Department arranges for supplier payment. Average payment processing time is 30 days from when we receive the Agreements, but from time to time they do take a little longer. Suppliers will be paid via cheque or direct deposit, depending on the supplier's preference.

Manitoba Hydro has the right to inspect/visit the building at any reasonable time from the date of the Agreement until 24 months after the upgrade has been completed.

Customer Credit Approval

Manitoba Hydro conducts a credit review process for every customer applying for the Energy Finance Plan. Customers must meet the credit policy in order to be approved for a loan from Manitoba Hydro.

The Manitoba Hydro credit policy includes reviewing customer and application information to confirm a number of items, including but not limited to: the applicant is the registered owner on the title, the applicants bill payment history with Manitoba Hydro, and the applicants employment status.

The supplier collects the customer credit information at the time of the Agreement being filled out.

If the supplier or customer do not feel comfortable discussing credit information with each other, the supplier can provide the customer with a Credit Information form. This form allows the customer to fill out their personal information and [email it directly](#) to Manitoba Hydro.

If you are using this form, remember to give your customer their agreement number so they can include it. The form must be submitted at the same time as the Energy Finance Plan Agreement, the credit authorization form will not be reviewed until the accompanying EFP Agreement has been received.

Download the Credit Information form by visiting the online supplier resource page at www.hydro.mb.ca/contractors/suppliers/

A screenshot of a form titled 'Manitoba Hydro CREDIT INFORMATION - PERSONAL / DONNÉES DE CREDIT - PARTICULIER'. The form contains various fields for personal and financial information, including name, address, phone number, and employment details. It also includes a section for the supplier to provide information about the customer's agreement and a section for the customer to provide their agreement number. The form is in French and English.

It's important to keep all customer credit information confidential

Property Caveats

Part I Clause 6 of the Agreement allows Manitoba Hydro to file a caveat against a homeowner's property to secure a loan *if required*. Not all loans will require a caveat at the time of application, **but all owners must initial this clause**.

- If a caveat is required at the time of approval, Manitoba Hydro financing staff will notify the customer that a caveat will be filed before the loan is approved.

- If a caveat is required at a future date due to defaults on loan payments, Manitoba Hydro's Credit & Recovery Services Department will notify the customer that a caveat will be filed.

Filling out the Agreement

Tips for obtaining approval:

- All owners on title of the building must be listed at the top of the Agreement and must sign Part I of the Agreement.
- Part I of the Agreement must be dated.
- All owner signatures under Part I of the Agreement must be witnessed. Owners may not witness each other's signatures.
- The Description of Work must be filled out.
- Make sure the figures under the Financing Agreement section are correct. Use the correct [online calculator](#) to ensure your numbers are 100% accurate.
- Ensure the title of building in the Credit Information section of the Agreement lists the owner's name(s) and not the mortgage information (e.g. RBC).
- If the owner(s) has been at their current address for less than 5 years, the previous mailing address must be filled out.
- Employment and income information must be completed for all owners. If owners are not employed, the amount and source of income is still required (e.g. pension).
- The mortgage information must be completed.
- The Total of All Measures section (at the bottom of Part II of the Agreement) must be completed in full and signed by you.
- Ensure the Completion Certificate is not signed by you or the owner(s) until all the work is done.
- A copy of a detailed quote must be provided.

Tips for obtaining payment:

- Part I Clause 6 must be initialed by all owners before payment can be issued.

- Original Agreements must be submitted for payment. Carbon copies, scanned copies, faxed copies or photocopies of Agreements will not be accepted for payment.
- An invoice must accompany the original white copy of the Agreement when submitting for payment.
- The invoice must be issued in the full name of the owner(s) (not Manitoba Hydro) and contain the address where the work was undertaken.
- The invoice must contain the name and mailing address of your company and an invoice number.
- Any changes made to the Financing Agreement section on Part I of the customer's original Agreement must be initialed by the owner(s). If the monthly payment increases, this must be pre-approved prior to submitting for payment.
- Both you and **all owners** are required to sign the Completion Certificate. Ensure the signatures are dated.
- Suppliers can opt in for direct deposit payments to speed up the payment process. Contact the Residential Financing team to sign up your company for direct deposit.

Sample Agreement Form

On pages 12 to 14 you will find an example of how to fill out an Energy Finance Plan Agreement for approval. This example illustrates how an Agreement form for a hot water tank should be completed. All information provided is for educational purposes only.



Energy Finance Plan Loan Agreement

Agreement no. SAMPLE

PART I

Names of ALL titleholders must be listed

Jane Doe and John Doe

(hereinafter called the "Owner"),

OF THE FIRST PART

- and -
MANITOBA HYDRO,

OF THE SECOND PART

Contractor information

Location of Building where work to be undertaken (hereinafter called the "Building")
123 Owner St
Primary Contractor name: ABC Company
Phone no.: 204-555-5555
Primary Contractor mailing address: 456 Anywhere St
City/town: Winnipeg
Province: MB
Postal code: R2C 0A0
Description of work: Supply and install natural gas water heater

Building description (please fill out completely)

Type of Building (check one only):
[X] single detached
[] duplex (upper and lower units)
[] tri-plex/four-plex
[] side-by-side
[] row house/town house
[] cottage
[] mobile home on permanent foundation
No. of stories (check one only):
[X] one
[] one and a half
[] two
[] three
Size of Building: 1,000 sq. ft.
Construction year of Building: 1971
Fuel used (check principal method only):
[] electric
[X] natural gas
[] wood
[] oil
[] other (specify):

SUMMARY OF COSTS:

Table with 2 columns: Cost Category, Amount.
Total material cost: \$ 900
Total labour cost: \$ 300
Total cost of the work: \$ 1,200
TOTAL COST TO BE FINANCED (not including finance charges): \$ 1,200

Financing agreement

The Owner and Manitoba Hydro agree as follows:
1. Manitoba Hydro will advance to the Primary Contractor named above the Total Cost to be Financed, in the amount of \$ 1,200 upon receipt of the Completion Certificate signed by the Owner.
2. The Owner will repay said amount to Manitoba Hydro plus financing charges of \$ 210.44 by 60 equal consecutive monthly payments of \$ 23.51, calculated at the true annual rate of 6.75% per annum on the declining monthly balance.
TOTAL AMOUNT TO BE PAID BY OWNER, INCLUDING FINANCIAL CHARGES: \$ 1,410.44

For current rates, visit: www.hydro.mb.ca/contractors/suppliers/

Maximum available financing is \$5,000

Credit information

Manitoba Hydro account no.: 7890123 6543210
Credit approval no.: Provided upon approval
Present mailing address (house no., street, box no., etc.): 123 Owner St
How long at this address?: 8 years
Email: jjdoe@email.com
Previous mailing address (if less than 5 years at present address):
Owner's employer or business: DEF Company, 11 Company St, Admin, 9 years, 40,000
Joint owner's employer or business: GHI Company, 22 Business Ave, IT Support, 10 years, 50,000
Other loans and obligations of owners: 1st mortgage: Bank of Canada, 100 Bank St, 100,000, 900.00
Title to building in the name of: Jane and John Doe
Name of fire insurance company: Great Insurance, 500,000

Employment info required for all owners

Must provide total amount premise is insured for

Must match names at top of agreement

5. For the purpose of processing an application for credit pursuant to the Personal Investigations Act, the Owner hereby authorizes Manitoba Hydro (MH) to investigate the Owner's credit record and to make such other enquiries as are considered necessary.
6. The Owner hereby charges all right, title, and interest, in the Building with the performance of the Owner's obligations under this Agreement and hereby consents to the registration by MH of a Caveat against the title to such Building to protect the charge created by this Agreement.
7. The Owner has read and accepts the Terms and Conditions on the reverse side of this Agreement identified as the Energy Finance Plan Agreement Terms and Conditions.

All Owners must initial

All owner signatures must be witnessed

All owners must sign

Date agreement is signed

MANITOBA HYDRO

Per: Authorized Signing Officer (for office use only)

Bob Witness
Signature of Witness
Bob Witness
Witness name (please print)
Bob Witness
Signature of Witness
Bob Witness
Witness name (please print)

Jane Doe
Signature of Owner
Jane Doe
Owner name (please print)
John Doe
Signature of Owner
John Doe
Owner name (please print)



Energy Finance Plan Loan Agreement

Agreement no. **SAMPLE**

PART II

RETROFIT COST QUOTATION (to be supplied by Primary Contractor OR Representative listed on PART I; cost should include ALL applicable taxes).

Ventilation measures

LOCATION	TYPE/MODEL	CFM DELIVERY	MATERIAL COST (\$)	LABOUR COST (\$)	TOTAL COST (\$)
Bathroom exhaust fan					
Kitchen exhaust fan					
Central exhaust fan					
TOTAL (\$) ▶					

Electrical & natural gas equipment (air conditioners, hot water heaters, heating systems)

Make Great Water Heater	Model GWH00000	Size or capacity 50 gallons
Material cost (\$) 900.00	Labour cost (\$) 300.00	Total cost (\$) 1,200.00

Detailed work description

Sum all measures

Total of all measures - Part II (include ALL applicable taxes in the Total Cost)

Total cost of all material (\$) 900.00	Total cost of labour (\$) 300.00	Total cost of work (\$) 1,200.00	Total cost to be financed (not including finance charges) (\$) 1,200.00
Signed by (Contractor/Representative) <i>Joe Contractor</i>		yyyy mm dd 2017 10 03	Name of Contractor/Representative (please print) Joe Contractor



Energy Finance Plan Loan Agreement
Completion Certificate

Agreement no.
SAMPLE

PART III

Note: The meaning of the Terms herein are the same as those in the Agreement.

1. The Primary Contractor certifies that the material has been installed at the premises of the following Owner in accordance with the terms of the Agreement.

Owner's name Jane Doe and John Doe		Owner's phone no. 204-555-5556	
Owner's address 123 Owner St	City/town Winnipeg	Province MB	Postal code R2C 0A0
Address of premises where material delivered and installed 123 Owner St	City/town Winnipeg	Province MB	Postal code R2C 0A0

2. The Primary Contractor also warrants and certifies that:
- a) the Owner has not been given or promised a cash payment, nor has the Owner been guaranteed any cash bonus or commission of future transactions as an inducement to consummate this transaction;
 - b) the work or material has been satisfactorily completed;
 - c) this Certificate was signed by the Owner after such completion;
 - d) the Owner will be provided with a copy of the Certificate of Completion forthwith.
3. The Primary Contractor is required to complete PART IV, if an adjustment to the Agreement of the total price of the quoted work is less than the original quotation submitted.

Signed by (Contractor)	yyyy mm dd
Contractor signature upon completion	

DIRECTION TO PAY (to be prepared only upon completion of contractor work)

The Owner hereby agrees that the work has been satisfactorily completed and directs Manitoba Hydro to pay the Primary Contractor named below the total sum of \$ 1,200 pursuant to the Agreement.

Primary Contractor trade name ABC Company				Phone no. 204-555-5555	
Address of Contractor 456 Anywhere St	City/town Winnipeg	Province MB	Postal code R2C 0A0	Electrical permit no.	Gas permit no. 00000
Signed by (Owner)	yyyy mm dd	Signed by (Owner)	yyyy mm dd		
Owner signature upon completion		Owner signature upon completion			

Do NOT sign or have owner sign until all work is complete

All signatures must be dated

Permit numbers are required for all electrical/gas work

Advertising Guidelines

Letting customers know that you offer Manitoba Hydro financing programs can help you attract customers and gain additional business. Your participation comes with a legal obligation to ensure that your advertising and promotional materials mention Manitoba Hydro's financing programs in a manner that adheres to the terms and conditions outlined in your Supplier Participation Agreement. The following information will help you ensure that you are advertising our programs in accordance to the legal requirements.

These guidelines apply to both digital and static forms of advertising and promotion and include, but are not limited to online initiatives, social media, signage, in-store materials, flyers, brochures, and print or electronic ads. The full list of our Advertising Guidelines can be found on [our website](#). If you require any clarification, [please contact us](#).

What can I say in my advertising and promotional materials?

You can make general statements that you offer financing programs from Manitoba Hydro. Some examples of acceptable wording are:

- ✔ "Ask us about Manitoba Hydro's financing programs."
- ✔ "We can help you apply for Manitoba Hydro's financing programs."
- ✔ "Save with financing from Manitoba Hydro."

What can't I say in my advertising and promotional material?

You cannot use any wording that states or implies the existence of a partnership, agency arrangement, employment arrangement, or any other affiliation with Manitoba Hydro, or wording that otherwise falsely presents or promotes the financing offered by Manitoba Hydro. Any actual or suspected violation may result in suspension or termination of your Supplier Participation Agreement and legal action. Some examples of unacceptable wording are:

- ✘ "Official partner of Manitoba Hydro's financing programs."
- ✘ "A Manitoba Hydro-endorsed company."
- ✘ "Get a cheap furnace through Manitoba Hydro!"
- ✘ "Make money through Manitoba Hydro's programs."
- ✘ "Working with Manitoba Hydro to save you money."

Can I use the Manitoba Hydro logo in my advertisements?

No. The Manitoba Hydro logo may not be used by third parties such as retailers, contractors, builders, or manufacturers. Only Manitoba Hydro may use the Manitoba Hydro logo.

Are there any other restrictions as to what I can and can't do to promote Manitoba Hydro's programs?

Yes. The following can also result in suspension, termination, and/or legal action:

- ⊗ Going door-to-door or cold calling customers to promote Manitoba Hydro's programs;
- ⊗ Stating or implying that you are from Manitoba Hydro, or an agent or representative of Manitoba Hydro;
- ⊗ Stating or implying that you have an employer-employee relationship with Manitoba Hydro.

Frequently Asked Questions

Q. Why do I have to register to become a participating supplier in order to offer my customers financing programs such as the Energy Finance Plan (EFP)?

A. Manitoba Hydro requires suppliers to register to participate in financing programs to ensure that work is completed by a licensed business, and that Freedom of Information and Privacy Protection (FIPPA) requirements are met in the collection and retention of customer's personal information.

Q. I lost the original loan Agreement. Can I submit a copy for payment?

A. No. A new Agreement must be completed with the same details as the original loan Agreement. **All owners** must re-sign the new loan Agreement; copies will not be accepted for final payment.

Q. What should I do if the customer's loan is more/less than what was originally approved?

A. If the loan amount ends up being less than what was originally approved, fill out a copy of PART IV - Adjustment to the Original Quotation (located at the back of the application booklet) and submit it along with the original Agreement for payment.

If the loan amount ends up being more than what was originally approved, amend the Agreement with the new amounts, have the customer initial the new financing terms, and fax/email in a copy of the Agreement before the work is done. Manitoba Hydro will make sure that the additional measures (if applicable) qualify and ensure that the customer has additional credit available. Once the application is reviewed, Manitoba Hydro will let you know the status of the amended Agreement.

Q. What should I do if I don't feel comfortable asking my customer for their credit information?

A. We offer a credit information sheet for those times when you might not want to discuss credit information with your customers. Customers can fill in their credit information and email the form directly to our financing staff. **Remember to give your customer their agreement number so they can include it on the form.**

Download the form by visiting the online supplier resource page at hydro.mb.ca/contractors/suppliers.

Q. How do I calculate the monthly payment and financing charges for the EFP Financing Agreement?

A. The financing details for EFP Agreements can be calculated by referring to:



The online financing calculator at hydro.mb.ca/your_home/loans_financing/energy_finance_plan/#calculator

Q. How do I fill out the Agreement if the cost of the project is greater than the amount of financing available?

A. The Agreement form has two different fields that need to be filled in – the Total Cost of the Work and the Total Cost to be Financed. The Total Cost of the Work reflects the actual cost of the work (including material and labour costs) as shown on the customers invoice. The Total Cost to be Financed is the amount available for the customer to finance the loan. For example, if the cost of the project was \$5,400 and the financing maximum is \$5,000, the Agreement would look like this:

SUMMARY OF COSTS:	
Fill in the costs below when PART II of the Loan Agreement has been completed. Costs should include all applicable taxes.	
Total material cost	\$ 4850
Total labour cost	\$ 550
Total cost of the work	\$ 5400
TOTAL COST TO BE FINANCED	\$ 5000
<i>(not including finance charges)</i>	

Total of all measures – Part II (include ALL applicable taxes in the Total Cost)	
Total cost of work (\$) 5400	Total cost to be financed (not including finance charges) (\$) 5000
Signed by (Contractor Representative)	yyyy mm dd Name of Contractor/Representative (please print)

to be Financed, in the amount of \$ **5000**

Q. Are upgrades to cottages, summer homes or seasonal properties eligible for the EFP?

A. Yes. Cottages, summer homes and seasonal properties are eligible for qualifying EFP upgrades. Customers on seasonal billing must be changed to monthly billing to be eligible.

Q. My customer owns multiple properties. Is there a limit to the number of EFP loans they can have?

A. Qualifying customers can have EFP loans for multiple properties. A maximum financing amount of \$5,000 is available per property. Manitoba Hydro has the right to limit the number of EFP loans granted to any one customer.

Q. My customer owns a rental property where a tenant pays the Manitoba Hydro bill. Can they take out an EFP loan for their rental property?

A. Yes. However, it is the owner who is responsible for making the monthly loan payments and will be billed directly. Additionally, the owner is required to have his account at the property where the work is being undertaken put on pre-authorized payment prior to approval. The loan is not the responsibility of the tenant.

Q. Can my customer apply extra payments towards their loan?

A. Yes. Additional payments will reduce the term of your customer's loan but will not affect the monthly payment amount. If they pay the entire outstanding balance within the first 6 months of the Agreement, they will be charged a \$20 administrative fee.

Q. What happens if my customer sells their property?

A. The loan becomes due and payable upon sale of the property; the customer will see the balance on their final bill. The EFP is **not transferable**.

Q. My customer is required to go on pre-authorized payment for loan approval. Is there any information I need to give them?

A. Yes. If your customer is required to go on pre-authorized payment for loan approval, you must advise them that their **entire** Hydro bill (energy and loan charges) will be put on pre-authorized payment.

Q. My customer owns their property with another person who lives out of province. Do they have to sign the loan Agreement and Completion Certificate?

A. All owners of the property must sign the Part I of the **original** Agreement and the completion certificate.

Q. What happens if more than one supplier is involved in a customer's project?

A. If several sub-trades are engaged to complete the installation, one supplier must be designated as the primary supplier and only one Agreement will be accepted from the primary supplier covering the whole amount to be finance.

Still looking for answers? [Contact the Residential Financing team](#) for any further questions!

