



## Frequently Asked Questions

### What is the Home Energy Navigator Program?

The Home Energy Navigator program is a free program designed to streamline home energy upgrades in the region's single-family homes by providing support to homeowners throughout their retrofit journey. Homeowners can sign up for the Home Energy Navigator program online (5-10min), or over the phone. Once registered, they'll be connected with an Energy Concierge, who will be available to help as much, or as little, as needed. Home Energy Navigator gives participants free access to:

- A virtual home energy consultation
- Home upgrade project mapping and advice on approaching and communicating with contractors
- Rebate application support and quote comparisons
- Retrofit resources, webinars, workshops and more!

The overall goal of the Home Energy Navigator program is to reduce emissions from single-family homes in the region. The program is sponsored by the CRD, our member municipalities and electoral areas and is a partnership between the CRD and City Green Solutions, a local non-profit with decades of experience helping homeowners save energy.

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## How does the Home Energy Navigator program help contractors?

Our program staff help homeowners navigate the home energy retrofit process. This will benefit contractors by streamlining the retrofit process, making it easier and more efficient to carry out your work. This can help improve project management, saving you time and money. Promoting a free, unbiased resource that supports homeowners undertaking retrofits can also help build trust and instill confidence in your customers.

You help promote the program by referring homeowners and we can help them with all the other aspects of their renovation process, including answering questions about other home upgrades, sequencing their home upgrades, interpreting and comparing quotes, determining rebate eligibility, navigating rebate applications, and more.

## How do residents participate?

Residents can participate in the program for free by filling out a registration form at [homeenergynav.ca](http://homeenergynav.ca) or by calling 1.866.381.9995 and asking for the “home energy navigator” to speak with an Energy Concierge who will walk them through the registration process over the phone.

## Who is eligible?

Participants must be owners of a home within the Capital Regional District.

The home being upgraded must be an eligible home type for the CleanBC Better Homes and Home Renovation Rebate Program:

- i. single family detached; or
- ii. side-by-side duplex; or
- iii. side-by-side row home or townhome; or
- iv. a mobile home on a permanent foundation.

For full program Terms and Conditions, [click here](#).

## What is the CRD doing to promote the program?

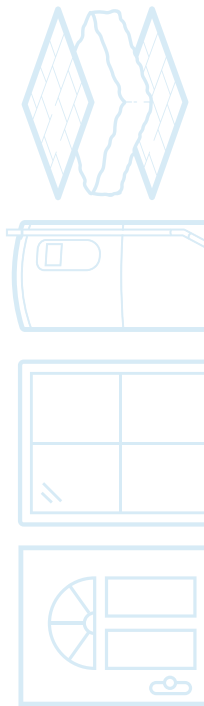
The Home Energy Navigator program was launched on November 8, 2022 with a CRD media release and is being promoted through a combination of print and digital advertising, radio, social media, static displays at recreation centres and targeted event outreach. Municipal partners are also promoting the program on their websites and social media channels.

### Black Press:

- Nov 14 [Navigating an energy-saving home](#)  
22 [reno? Help is here, and it's free!](#)
- Nov 19 [CRD program looks to guide residents](#)  
22 [through home energy upgrades](#)
- March 3 [Now is the time to retrofit your home,](#)  
23 [and this free program is here to help!](#)

### Times Colonist:

- Nov 17 [Here's how Victorians can save on their](#)  
22 [energy bills this winter](#)
- March 23 [CRD program looks to guide residents](#)  
23 [through home energy upgrades](#)



## What can I do to help promote the program?

- Follow Home Energy Navigator on Facebook.
- Share our posts, use sample posts provided, or create your own posts, and tag Home Energy Navigator.
- Promote the program through your newsletters, on your website or quote documents.
- Printed materials are available by request if you'd like something to hand out to your customers, including Home Energy Navigator business cards, infosheets, fridge magnets and notepads.

## Who should I contact if I have questions about the Home Energy Navigator program?

If you have any questions regarding the Home Energy Navigator program, or would like to request a free webinar for your team, or print materials for your customers (Home Energy Navigator business cards, info sheets and fridge magnets are available), contact us. The Home Energy Navigator logo is also available by request should you wish to include it on your website or on quote documents.

## Sample summary for contractor websites

Home Energy Navigator Program:

Need help navigating a home upgrade or renovation? The Home Energy Navigator program offers free ongoing support navigating home energy upgrades, including a virtual home energy consultation, advice from local energy experts, help mapping out your project, unbiased quote reviews and more.

## Sample contractor email template

Subject: Streamline your home energy upgrades with the Home Energy Navigator program

Dear [Customer Name],

As a contractor, I know that upgrading your home's energy efficiency can be a daunting process, with many decisions to make and technical aspects to consider. That's why I'm excited to tell you about the Home Energy Navigator program, a free program created by local governments in Greater Victoria to support homeowners undertaking home energy upgrades.

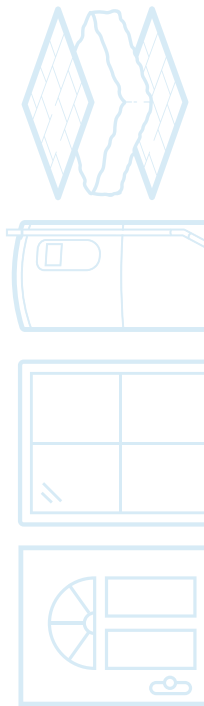
Sign-up is easy and can be done in ten minutes or less. Once registered, you'll be connected with an Energy Concierge, who will be available to provide ongoing, unbiased, support throughout your retrofit project. Participants will also get a free virtual home energy consultation, retrofit decision-making and technical support, quote reviews, a personalized rebate application package, access to webinars and workshops, and more.

To sign up for the Home Energy Navigator program, visit [www.homeenergynav.ca](http://www.homeenergynav.ca) or call 1.866.381.9995.

Thank you for your time, and I look forward to working with you on your home energy retrofit project.

Best regards,

[Your Name]



## Sample Newsletter Content

Retrofitting your home can be a big undertaking, that's why we're encouraging our customers to sign up for the Home Energy Navigator program. This FREE program was created by local government in the capital region to help homeowners throughout their retrofit journey.

Sign-up is easy and can be done in ten minutes or less. Once registered, you'll be connected with an Energy Concierge, who will be available throughout your retrofit project to help as much, or as little, as you need.

Home Energy Navigator gives you free access to:

- A virtual home energy consultation
- Home upgrade project mapping and advice on approaching and communicating with contractors
- Rebate application support and quote comparisons
- Retrofit resources, webinars, workshops and more!
- Whether you have questions regarding rebate requirements, need support with deciding which upgrades are right for your home, reviewing quotes or filling out your rebate applications, the Home Energy Navigator program has got you covered.

Get started today, call 1.866.381.9995 or visit [www.homeenergynav.ca](http://www.homeenergynav.ca).