

Here's a list of Frequently Asked Questions (FAQs) that a homeowner should consider asking a contractor before starting an energy efficiency project. These questions help ensure transparency, protect your investment, and promote a smooth working relationship.

General Contractor Information

1. Are you licensed to work in my province?
2. Do you carry liability insurance and workers' compensation coverage?
3. Can you provide references from recent clients?
4. How long have you been in business?
5. Do you have experience with projects similar to mine?
6. Does your company have Better Business Bureau (BBB) accreditation?

Project Scope & Planning

7. Can you provide a detailed written estimate and scope of work?
8. Will you be using subcontractors? If so, are they licensed and insured?
9. What permits will be required, and will you handle obtaining them?

Timeline & Scheduling

10. What is the estimated start and completion date?

Insulation Installation

11. What type of insulation do you recommend for my home?
12. How much insulation do I currently have and how much insulation will you be installing?
13. How do you ensure proper air sealing before installing insulation?
14. Will this upgrade qualify for TakeCharge or other rebates?
15. Can you provide an estimate of energy savings after installation?
16. How do you handle moisture control and ventilation when adding insulation? Are these materials included in the estimate?

17. For attics, does the cost include an insulated attic hatch?
 18. Do you follow the latest building code requirements for thermal performance?
 19. Are the materials you use environmentally friendly or contain recycled content?
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Heat Recovery Ventilator (HRV) Installation

20. What size or capacity HRV do you recommend for my home?
 21. Does the HRV qualify for a TakeCharge or other rebate?
 22. How often does the system need maintenance or filter changes?
 23. Can you show me how to operate and maintain the system?
 24. Will installation require changes to my ductwork or electrical system?
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Heat Pump Installation

25. What type of heat pump is best for my home (air-source, ground-source, ductless)?
26. Is the system sized correctly for heating and cooling my space efficiently?
27. Will this heat pump work effectively in cold Newfoundland winters?
28. What is the Coefficient of Performance (COP) or Heating Seasonal Performance Factor (HSPF) of the heat pump?
29. Is the unit ENERGY STAR® certified or eligible for federal/provincial rebates?
30. What is the expected lifespan and warranty of the system?
31. Will the heat pump reduce my energy bills compared to my current system?
32. Can you show me how to operate and maintain the system?
33. Do you offer maintenance plans or service packages?