

Statement in support of the Better Homes Burlington Pilot Program Update EICS-10-24

May 8th, 2024

I had considered moving from oil energy to gas to heat my home. I (and Enbridge) spent much time determining the logistics of this move as I have a rural property. I was ready to make the switch until media coverage on the merits of a heat pump came to my attention. Further research convinced me that this was a much better decision (albeit, it was an unfamiliar approach to heating and it felt like a leap of faith). The federal rebate program definitely influenced my change of mind. The Better Homes Burlington program also factored into the final decision as well as the program coordinator.

Lauren McAusland was always available with immediate responses to questions and her always over and above attention throughout the process was very commendable. In my case, I was presented with a very frustrating delay that I had no control over and Lauren was there every step of the way to help where she could.

As I conducted an energy audit on my home, I entered into this exercise thinking that my home would fall into a "better than average" category. I was wrong about that and although I may still have factors in my home that I can improve, I did change the main source of my energy consumption which is heating (63%). Now that I have lived with my heat pump over the winter, I am happy to report how VERY pleased I am with my decision. With the recent heat pump installation, I have now changed my Greenhouse Gas Emissions of heating with oil from 5 tonnes per year to 1.5 tonnes! It is hard for individuals to know they are making a difference with climate change and this is factual proof that indeed, I am and for that I am grateful. I would wish this feeling for everyone in Burlington!

As a retired person with limited disposable income, the program was a perfect answer to a difficult and required financial burden.

Burlington definitely exceeded my experience with Canada Greener Homes! Navigating a new approach to heating with a very knowledgeable contact and someone who you knew "had your back" was a pleasure. The experience with Burlington also certainly made me feel very happy to know that I live in Burlington and that I was the recipient of all the support received.

As the program unfolded as well as I could have imagined, at this stage, I would recommend that you already have an excellent program to move forward with. I expect that the coordinator may have many recommendations but as a user, it was great!

D. Pusching

Better Homes Burlington Pilot Program participant