



ENERGY SAVINGS FOR BUSINESS

Investing to keep businesses competitive



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1. Introduction & Purpose

Energy Savings for Business Program uses a Program Portal, available at ESBProgram.ca, to deliver the program efficiently and effectively. Once logged in to the Program Portal, Participants or Eligible Contractors can create, submit and/or receive access to Application(s). The Program Portal is compatible with multiple devices: desktops, tablets and smartphones. It is also supported on multiple browsers: Explorer, Chrome, Edge, Safari, Mozilla & others.

The purpose of the Change Request Instructions is to provide a step-by-step guide to submit a Change Request in the Program Portal. The instructions are not intended to provide details around Program rules or the Eligible Measures List. For details on Program rules or the Eligible Measures List, please visit the [Program Portal](#), and refer to the following documents on the [Program Resources](#) webpage:

- Participant Terms & Conditions
- Contractor Code of Conduct
- Eligible Measures List

Please note that the Participant Terms and Conditions, Contractor Code of Conduct and Eligible Measures List shall control and supersede any inconsistencies, conflicts, or ambiguities within the Instructions.

If you are unable to find an answer to your question in this document or require additional assistance, please contact the Program's dedicated contact centre, open Monday to Friday from 9 a.m. to 5 p.m. We are happy to help.

Email: support@esbprogram.ca

Chat: via eralberta.ca/esb

Toll-free: 844-407-0025

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2. Change Request

A Change Request can only be used after an application has received a Pre-Approval. There are two categories, Minor and Major Application Change Requests.

Application Tip: Only a Participant can complete and submit a Change Request.

Application Tip: A Change Request will not be required for any of the following:

1. Addition to the quantity of Measures which results in less than a 10% increase in Pre-Project Approved Incentive.
2. Change in brand or model of Measure. Example: If the DLC or ENERGY STAR ID's have changed but are still eligible under the selected Measure, a Change Request is not required.

The majority of Minor Application Change Requests can also happen directly in the post-project application without needing a Change Request form completed. If you are not certain if you should complete a Change Request or not, please contact support@esbprogram.ca and you will be provided with the appropriate guidance.

2.1 Minor Application Change Request

A Minor Application Change Approval Request is a maximum of four application changes and can occur any time before the Project Completion Deadline. A Participant may make any of the following amendments to the Application Summary by completing a Change Request form in the Program Portal (steps shown below):

- An increase in the quantity of Eligible Measures listed in the Application Summary, where the Pre-Project Estimated Incentive increases by 10 percent or less,
- A decrease in the quantity of Eligible Measures to be installed,
- A change to the model number of an Eligible Measure provided that the new model number meets the same Specifications for that Eligible Measure, or
- A change to the Eligible Contractor.

ERA will consider each Change Request on a case-by case basis. Where ERA approves the Change Request form, ERA will issue a Minor Application Change Approval Notice to the Participant. The project deadline will not change and will continue to be what was as indicated in the Pre-Approval Notice.

2.2 Major Application Change Request

A Major Application Change Request can only be requested up to 60 days prior to Project Completion Deadline and the change in scope is unlimited (subject to ERA approval). The Participant may request a change to the Participant Acceptance by submitting a Change Request form to ERA a minimum of 60 days prior to the Project Completion Documentation Submission Deadline. The Applicant can submit a Change Request form by completing the form in the Program Portal.

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Common types of Major Application Change Requests include, but are not limited to:

- Addition of new measures. This also includes changes to measures (new dropdown selection in the Program Portal)
- Changes that result in an increase in incentive beyond 10% of what was provided in the Pre-Approval Notice, or
- Project completion deadline extension

Examples of changes where the incentive might lead to more than a 10% increase include additional quantities or sizes of measures, or addition of project costs where the incentive was capped by the provided project cost.

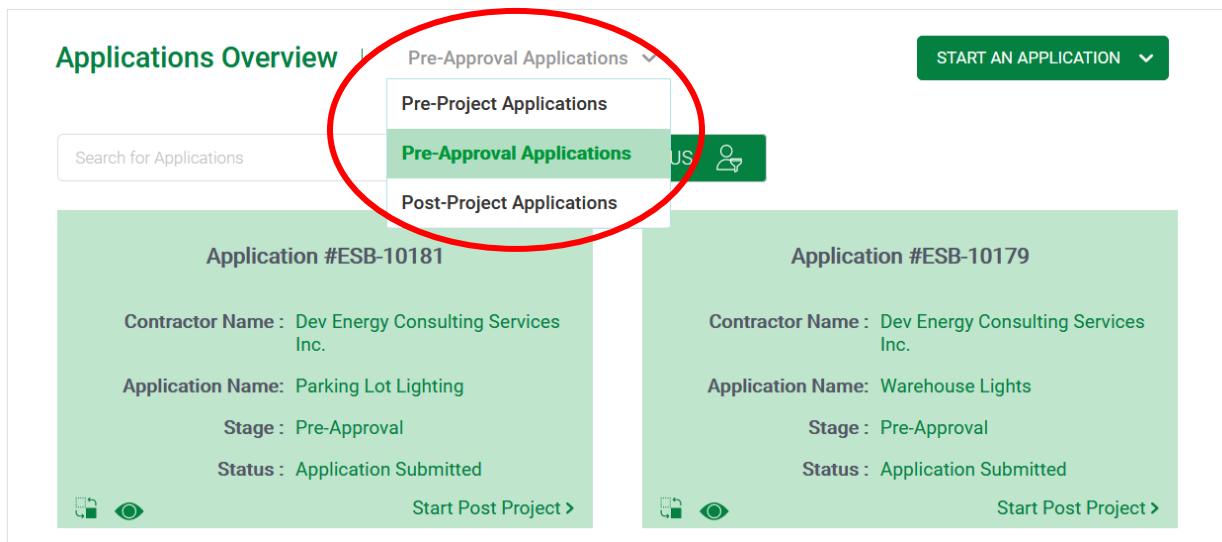
ERA will consider each Change Request on a case-by case basis. Where ERA approves the Change Request form, ERA will issue a Major Application Change Approval Notice setting out the amended Pre-Project Estimated Incentive.

There are some important things to note:

- 1) For measures to be eligible to receive incentives, they need to be listed in the Application Summary outlined within the Pre-Approval or approved through the Change Request process.
- 2) The Change Request should be submitted and approved prior to installing the measures that were not included in the Application Summary.
- 3) ERA cannot guarantee a Change Request will be approved.
- 4) If a Change Request is rejected, the Participant and Contractor can start a new application as long as the program is still accepting applications or continue with the application unchanged.

2.3 Change request steps in the portal:

Step 1: In the drop down select 'Pre-Approval Applications'.



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Step 2: Find the Pre-Approved application you wish to submit a change request for and click 'Submit Change Request'. This is located in the bottom left corner of the application card.

Application Tip: You can also view the details of your application by clicking the 'View Application' eye icon to ensure you have selected the correct application.

Application #	Contractor Name	Application Name	Stage	Status	Action
ESB-10181	Dev Energy Consulting Services Inc.	Parking Lot Lighting	Pre-Approval	Application Submitted	Submit Change Request
ESB-10179	Dev Energy Consulting Services Inc.	Warehouse Lights	Pre-Approval	Application Submitted	View Application

Step 3: The Change Request form will appear. Use the drop down to select the type of change required.

REQUEST A CHANGE IN A SUBMITTED APPLICATION

Application ID	ESB-10179
Project Name	Warehouse Lights
Contractor Name	Dev Energy Consulting Services Inc.
Project Completion Deadline	11/19/2021
Pre-Project Reviewer Estimated Incentive	\$1,000
Change Request Type	Extension to Deadline
Change Request Description	Please write your change request description here

SUBMIT CHANGE REQUEST

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REQUEST A CHANGE IN A SUBMITTED APPLICATION

Project Name	Warehouse Lights
Contractor Name	Dev Energy Consulting Services Inc.
Project Completion Deadline	11/19/2021
Pre-Project Reviewer Estimated Incentive	\$1,000
Change Request Type	<input type="button" value="Extension to Deadline"/>
Change Request Description	<input type="text" value=""/>

Step 4: Provide a description of the required change in the text box provided and then press 'Submit Change Request'.

REQUEST A CHANGE IN A SUBMITTED APPLICATION

Application ID	ESB-10179
Project Name	Warehouse Lights
Contractor Name	Dev Energy Consulting Services Inc.
Project Completion Deadline	11/19/2021
Pre-Project Reviewer Estimated Incentive	\$1,000
Change Request Type	<input type="button" value="Changes in Measure Qua."/>
Change Request Description	<input type="text" value="I need to increase the number of fixtures."/>

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Step 5: Click 'Confirm' to submit the Change Request form and you will then be provided an ID number for the change request.

SUBMIT CHANGE REQUEST

This will submit your change request. Are you sure?



CHANGE REQUEST SUBMITTED

Your change request with ID #CR-1017 has been successfully submitted.

The ESB Program Team will be reviewing your request and getting back to you within 5 business days with an update.

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You will also receive an email confirming that the Change Request has been submitted to the Review Team. Once it has been reviewed you will receive an additional email regarding the status of the Change Request. The sequence of emails is shown below:



Hello Mark,

You have successfully submitted a Change Request for the Application ID: #ESB-10092. Your change request ID is #CR-1007. The ESB Program team will be reviewing your request and getting back to you within the next 5 business days.

You can view the status of your change request in the application details page by clicking on the link below.

[VIEW STATUS](#)

If you would like to get in touch with us, reach out to our support team via email at support@esbprogram.ca.

Thanks,

ESB Program Support



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Hello Mark,

The Change Request (ID: #CR-1011) submitted for Application ID: #ESB-10085 has been accepted by the ESB Program Team.

The revised project completion deadline is: 06/30/2021

You can view the status of your change request in the application details page by clicking on the link below.

[VIEW STATUS](#)

If you would like to get in touch with us, reach out to our support team via email at support@esbprogram.ca.

Thanks,

ESB Program Support



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Hello Mark,

The Change Request (ID: #CR-) submitted for Application ID: #ESB- has been rejected by the ESB Program Team.

The details for the rejection are as follows:

I changed my mind

You can view the status of your change request in the application details page by clicking on the link below.

[VIEW STATUS](#)

If you would like to get in touch with us, reach out to our support team via email at support@esbprogram.ca.

Thanks,

ESB Program Support



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