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SPEED Change Request Instructions

October 5, 2022



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1. Introduction & Purpose

The SPEED Program uses a Program Portal, which is accessible at www.ESBspeed.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 SPEED Change Request Instructions is to provide a step-by-step guide to submit a Change Request in the Program Portal. As such, 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 webpage and refer to the following documents:

- 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: speed@esbprogram.ca

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

1. Addition to the quantity of Measures which results in less than a 5% increase in Pre-Project Approved Incentive.
2. Addition to the Project Costs which results in less than a 5% increase in Pre-Project Approved Incentive
3. Change in brand or model of Measure. Example: If the model number of the new engine has changed but the engine is still eligible under the selected Measure, a Change Request is not required.

The majority of Minor Application Change Approval 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 speed@esbprogram.ca and you will be provided with the appropriate guidance.

2.1 Minor Application Change Approval 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 or an increase in the Project Costs, where the Pre-Project Estimated Incentive increases by 5 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.

These changes can happen in the post-project application and do not require ERA approval.

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

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

- Addition of new measures that result in an increase in incentive beyond 5% of what was provided in the Pre-Approval Notice.
- Changes to measures (new dropdown selection in the Program Portal)
- Changes that result in an increase in incentive beyond 5% of what was provided in the Pre-Approval Notice (this is usually due to increased project costs changing a previous cost cap on incentives), or
- Project completion deadline extension

Examples of changes where the incentive might lead to more than a 5% 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 for an incentive increase over 5% of the pre-approved amount is rejected, the Participant and Contractor can continue with the application unchanged. The Participant would still be eligible to receive the incentive they were pre-approved for, provided their project met all the Terms and Conditions of the program.

2.3 Change request steps in the portal:

Step 1: From the menu select 'Pre-Approval'.

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Applications Overview | [Payment Status Table*](#)

Pre-Project | **Pre-Approval** | Post-Project | Payment

Search for Applications

#SPEED-10058

Contractor Name : SpeedTesting
 Application Name: Engine Upgrade
 Stage : Pre-Approval
 Status : Application Submitted

 [Start Post-Project >](#)

< 1 >

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.

#SPEED-10058

Contractor Name : SpeedTesting
 Application Name: Engine Upgrade
 Stage : Pre-Approval
 Status : Application Submitted

 [View Application](#) [Start Post-Project >](#)

#SPEED-10058

Contractor Name : SpeedTesting
 Application Name: Engine Upgrade
 Stage : Pre-Approval
 Status : Application Submitted

 [Submit Change Request](#) [Start Post-Project >](#)

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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	SPEED-10058
Project Name	Engine Upgrade
Contractor Name	SpeedTesting
Project Completion Deadline	03/31/2023
Pre-Project Reviewer Estimated Incentive	\$1,375.00
Change Request Type	Extension to Deadline ▼

If you are requesting an extension to the project completion deadline, please include the revised project completion date in the Change Request Description to ensure a quick response to your request from the program support team

SUBMIT CHANGE REQUEST

REQUEST A CHANGE IN A SUBMITTED APPLICATION

Contractor Name	SpeedTesting
Project Completion Deadline	03/31/2023
Pre-Project Reviewer Estimated Incentive	\$1,375.00
Change Request Type	<div style="border: 2px solid red; padding: 5px;">Extension to Deadline ▼ Extension to Deadline Inclusion of Additional Measures Changes in Measure Quantities or Sizes Other</div>
Change Request Description	

SUBMIT CHANGE REQUEST

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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

Contractor Name: Speed Testing

Project Completion Deadline: 03/31/2023

Pre-Project Reviewer Estimated Incentive: \$1,375.00

Change Request Type: Extension to Deadline

If you are requesting an extension to the project completion deadline, please include the revised project completion date in the Change Request Description to ensure a quick response to your request from the program support team

Change Request Description: Engine will not arrive until February 1, 2023. Requesting an extension to the deadline until Feb 15, 2022.

SUBMIT CHANGE REQUEST

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?

EDIT REQUEST **CONFIRM**

CHANGE REQUEST SUBMITTED

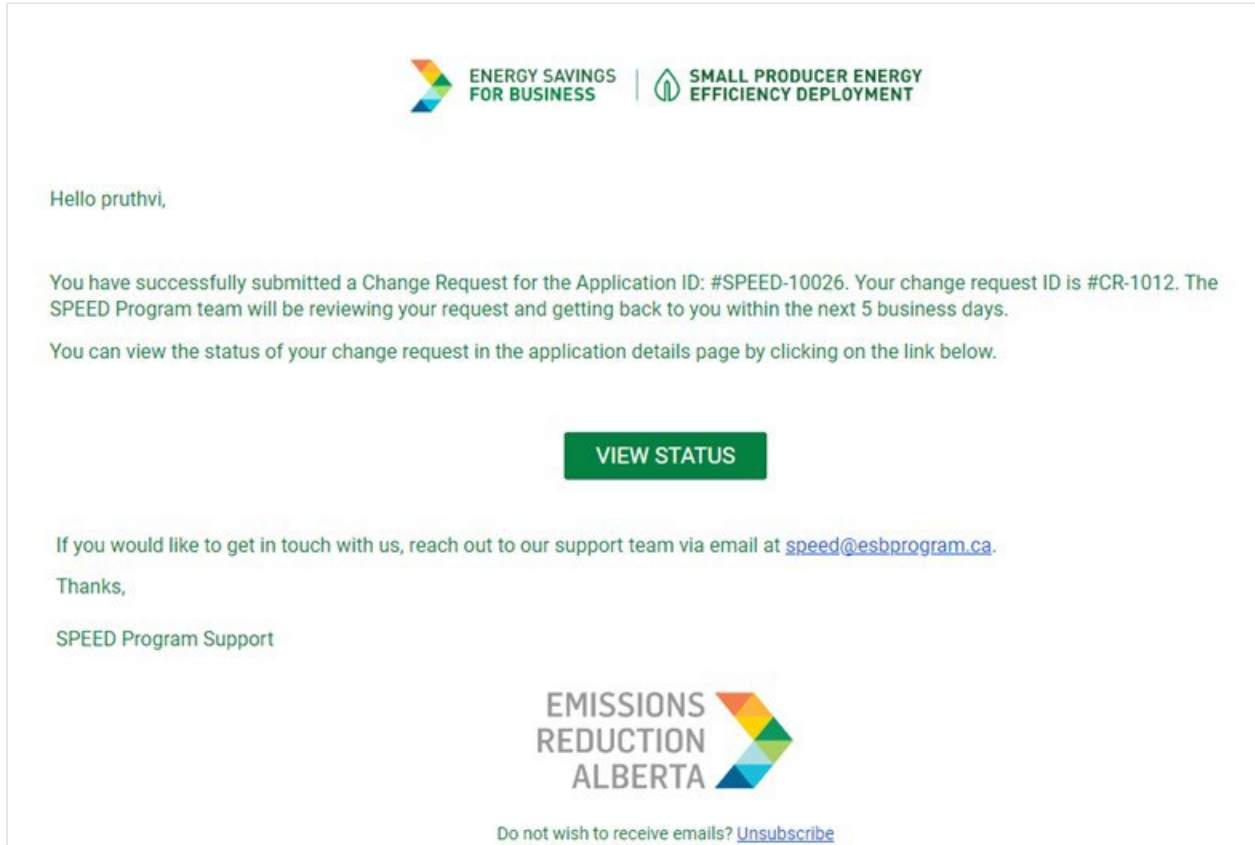
Your change request with ID #CR-1022 has been successfully submitted.

The SPEED 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:



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Hello pruthvi,

The Change Request (ID: #CR-1015) submitted for Application ID: #SPEED-10026 has been accepted by the SPEED Program Team.

The revised project completion deadline is: 12/27/2022

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 speed@esbprogram.ca.

Thanks,

SPEED Program Support



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Hello pruthvi,

The Change Request (ID: #CR-1023) submitted for Application ID: #SPEED-10072 has been rejected by the SPEED Program Team.

The details for the rejection are as follows:

QA TESTING MAIL FOR THE REVIEW REQUEST REJECTION EMAAIL

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 speed@esbprogram.ca.

Thanks,

SPEED Program Support



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