

July 11, 2018

Premier Doug Ford
Minister of Intergovernmental Affairs
823 Albion Rd.
Etobicoke, ON M9V 1A3

Dear Mr. Ford,

Congratulations on your new position. I'd like to share our members concerns about the dates associated with the cancellation of the GreenON Rebate program. The abrupt cancellation of the Ontario GreenON Rebate program without any notice has created a lot of problems for our industry. This includes the potential to leave consumers out of pocket on building projects that they contracted during the program. It could also result in many layoffs for Ontario installers and their crews after a busy rush to complete work before the deadline and during the height of the construction season.

Although we appreciate your extension of the completion of work deadline of October 31, it is still not sufficient to complete and submit window projects that have already been contracted. High performance windows are not "off-the-shelf" products, unlike other products available under the GreenON Rebate program. In the window manufacturing and installation industry, production lead times and certified crew scheduling is often much longer than the very short phase-out period that has been allotted. October 31 is certainly an improvement on August 31, but it is still nowhere near long enough to clear the queue and allow window manufacturers to manage an orderly transition.

Fenestration Canada would urge the government to review its position related to window rebates in the GreenON program and extend the completion of window installation deadline to December 31, 2018 and the submission of paper work deadline to January 31, 2019.

Attached are some testimonials of our members expressing how the cancellation of the program and deadline to complete work for the GreenON Rebate has impacted them, their business and their customers.

Sincerely,



Jennifer Small
President, Fenestration Canada

CC:

Greg Rickford, Minister of Energy, Northern Development and Mines, and Minister of Indigenous Affairs
Jeff Yurek, Minister of Natural Resources and Forestry

June 20, 2018

Hello FenCan,

As a window sales and installation dealer October 31, 2018 installation deadline is also problematic. Manufacturing is only the first step in the process. Scheduling with customers and crews is the next step. Installation crews have been working overtime to meet demand and we are still booking into the fall for our backlog of qualified orders. I would strongly suggest at least an end of year deadline.

A better process would be to pre-register existing GreenON orders with GreenON and for GreenON to accrue the cost for payment upon installation. A quick consultation process with dealers would be welcome to determine a feasible deadline date. Also, please see my note to the new government outlining why the deadline is not feasible and why longer date is needed.

Thanks.

Sonny

Support Team

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Letter to New Government:

Hello,

I am writing to you to express concern over the abrupt cancellation of the GreenON window rebate and advise you that it is physically impossible to complete all GreenON window installations by August 31, 2018.

Not sure how the final installation deadline was determined but based on my experience and consulting with window industry representatives, GreenON window installations are booked into the Fall for current produced windows. Plus, more importantly for this cancellation deadline, in the pipeline there are a considerable number of signed orders in various stages of remeasure and production that are awaiting scheduling.

It takes anywhere from 6-14 weeks to manufacture custom made windows from the time the order is submitted; this is not an 'off-the-shelf' product. Manufacturing capacity is a very real constraint. It also takes 1-2 weeks from a signed order to complete the remeasure process. Then depending on the job size, it could take 2-8 days or longer to install the windows. Many installation crews have been working weekends to keep up with demand, however for their health and safety the installation crews need time to rest and recuperate from demanding physical labour.

Accelerating installation through hiring more installation crews is not feasible because of a lack of experienced and certified Window Wise installers available; and general shortage of skilled trades and

labourers. To compound the installation challenge, common everyday things happen that interfere with scheduling and the time it takes to complete installations like, customer availability, weather (rain, extreme heat, etc.), injuries and illness etc.

Also, due to the abrupt cancellation we are in process of stopping all advertising for the program on an urgent basis. Will we be compensated for marketing materials produced and in inventory, or in production that use the GreenON message – cost of cancellation, rescheduling and reprinting?

If the industry is unable to complete all window installations by the deadline what will happen to customers who bought windows expecting a rebate? How will we handle the massive uproar and chaos for all these customers? This hardly seems fair to customers who participated in the window rebate in good faith and through no fault of their own, or that of the window company but based solely on an arbitrary and quite frankly a poorly thought out cancellation process/date will leave them struggling to make up the difference between their rebate and final cost of windows; affordability will be a real issue for customers.

I strongly urge and suggest that the installation date be reconsidered and revised to a minimum of **least the end of the year**; in fact, an arbitrary installation completion date is not practical. I suggest that the GreenON program create a **process to pre-register all orders in the 'pipeline' to identify and control final rebate payments and accrue the cost until the customers' windows are installed**. This will achieve the same result of cancelling the program with an artificial installation deadline and paying out remaining customers without any disruption to legitimate customer rebates. Otherwise, there will be **many, many customers who will not receive their rebates; with the ensuing uproar and chaos in the industry and with the government; hardly seems fair; a failure of trust and good faith.**

I hope the installation date deadline will be reconsidered and an alternative process that is fair and in good faith be adopted. Please call me if any questions or to discuss in detail.

July 5, 2018

Good afternoon Mr. Ford,

Please allow me to describe for you what the next 3 business days in the life of a small businessman involved in the high-performance windows part of the GreenON program. It's not pretty.

Today, July 4, 2018, we received a mass communique from GreenON / HRAI / IESO indicating the following:

*By 11:59pm EST on **July 9, 2018**, email greenonrebates@hrai.ca the following Excel spreadsheet which can be found in the link: [HRAI Green ON Rebates Projects List](#), listing all of the projects that had a firm commitment (see below for examples of evidence) in place on or before **June 19, 2018** and that will be installed by **October 31, 2018** and submitted by **November 30, 2018**. The intent is that only the customers who meet the program requirements noted above and are on the pre-booking list will be considered for a rebate before the program ends. Please also list customer projects with a firm commitment in place on or before June 19, 2018 and an installation date after October 31, 2018*

To begin with, we have been given 3 business days to gather and collate on one spreadsheet the following information:

Customer First Name	Customer Last Name	Installation Address			Measure (click on cell and select from drop-down)	Firm commitment date (Month/Day)	Estimated Installation Date (Month/Day)	Estimated Total Project Cost (i.e. invoice amount) (\$)	Estimated Customer Rebate (\$)
		Street Address	City	Postal Code					

With over 7 months of work ahead of us and hundreds of contracts on order, this is going to take my wife and I days to compile this data only to then have to do it all over again for the consumer's rebate claim and then do the following:

Upload evidence of each project's firm commitment.

Evidence of a 'firm commitment' for a project includes one of the following:

- Contract with project details (e.g. customer name, address, date of installation, etc.) and date of contract on or before June 19, 2018, signature of customer and Participating Contractor; OR*
- Copy of email acceptance from customer of the project details and quote (e.g. customer name, address, date of installation, etc.) dated on or before June 19, 2018 to be completed with the Participating Contractor; OR*
- Copy of customer's deposit cheque paid to Participating Contractor on or before June 19, 2018; OR*
- Copy of customer's bank statement showing project deposit paid to Participating Contractor on or before June 19, 2018; OR*
- Copy of a credit card receipt showing project deposit paid to Participating Contractor on or before June 19, 2018; OR*
- Copy of the contractor's order to the window manufacturer dated on or before June 19, 2018.*

Now we get to comb through months of Visa/Mastercard receipts to show that the deposit pre-dated June 19th. Once we spend days on doing that, we have to scan them all and send them to GreenON. This is just plain wrong Mr. Ford. 3 business days to do this? I am not in business so that I can take care of customer rebates. Unfortunately, the GreenON process has put me in this place. Again, the onus is on me and not on the consumer.

However, my industry partners and I have a solution! I will reiterate my stance from an earlier email sent to you on June 26, 2018. GreenON and HRAI have the capability of opening the portal to allow the contractors to pre-register the

rebate recipient now! They have chosen not to use it. How would this be any better for my wife and me? We would have most of the rebate application process already completed and we wouldn't be wasting hours of double or triple entry, scanning documents and uploading them for no reason whatsoever.

The end to this program needs to be driven from the front-end contract/commitment date and not the back-end installation completion date. You can still fulfill your campaign commitment to end the carbon cap and trade AND keep the electorate who entered into a GreenON contract happy. The process would rely on having the contractors pre-registering their clients with GreenON now with a cut-off date of say July 15th. Then, the installation completion date doesn't matter. Our installation success and speed are weather-dependent as well as supply-management-dependent. I can forecast that my staff can install 'x' number of windows in 'x' number of days provided that it doesn't rain or it's not 45 degrees with the Humidex and provided that I receive the windows from my over-capacity manufacturer, etc, etc. Please remove the Oct. 31st installation deadline.

If you pursue the action plan outlined above, you will be able to say confidently, "For the people who have already invested, we're going to fulfill that commitment until no one loses any money at all". If things stay status quo, there is no way that that commitment can be honoured. To me, this is not an issue of politics. It's an issue of contracts and practicality. After spending thousands of certification dollars and hundreds of person-hours of administration, please allow us to complete what we started back in January.

Thank you again for your time.

Kindest regards,

Michael Braby
President



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cc/Mr. Jason Neal, SAWDAC
Hon Rod Phillips, MPP Ajax
Hon Vic Fedeli, MPP Nipissing
Hon Lisa MacLeod, MPP Nepean
Hon Christine Elliott, MPP Newmarket-Aurora
Mr. Ian Arthur, MPP Kingston and the Islands
Ms. Laura Weil, Eurovinyl Windows and Doors
Mr. Chris Meiorin, Eurovinyl Windows and Doors
Ms. Erin Roberts, Fenestration Canada
M. Jean-Sebastien Guertin, Atis Group (Vinylbilt Windows)

Tuesday, 26 June 2018

Subject: Winding Down Timeline for GreenON STILL Unacceptable

Dear Mr. Ford,

I watched your news conference June 21st and was happy to hear you say the following:

"We're going to fulfill those commitments"

"No one is going to lose any money"

"We're going to move that to the end of October to make sure that ..."

"We're going to fulfill those commitments until no one loses anything"

"For the people who have already invested, we're going to fulfill that commitment until no one loses any money at all"

While we all appreciate the movement to the end of October, there is still an outstanding issue. The elephant in the room is the problem with your statements. They contradict one another. In an earlier email (dated June 21, 2018), I stated that as of June 19th, we, as well as many of our colleagues in the industry, had booked installations until the third week of January of 2019. Extending the cut-off date to the end of October does not allow you to "fulfill those commitments until no one loses any money at all".

All customers who entered into agreements with our companies by June 19, 2018 expected that they would be receiving their rebate and for those who are in the installation queue for November, December and January, they are being left out if you stick to the installation cut-off date of October 31, 2018. They are effectively being discriminated against based solely on the fact that they are at a later point in the queue even though they entered into contracts in good faith prior to June 19, 2018.

On a slightly different topic, the GreenON submission process is fraught with problems that include but is not limited to the inability to register customers for their rebate prior to their installation being completed. In other words, the only time that GreenON knows that a customer exists and has performed an upgrade is when we, the contractor, enter their personal and demographic information, photos and invoice into the portal at the conclusion of the upgrade. If you truly wish to get closure and finality to the GreenON rebate program, GreenON must be instructed to change their portal to allow us to register our customers now! That way, going forward, you can be sure that there are no stragglers and there is no way for a new customer to appear out of the woodwork.

GreenON has stated that the customer needs to have a signed work agreement with the contractor dated June 19th or earlier in order to be eligible. That's an unworkable solution. There is no practical way for the staff at GreenON to vet thousands of contracts or work agreements. Registering customers in their portal today is a workable solution.

Mr. Ford, please honour the commitments made by your predecessor and extend the installation deadline to January 31, 2019. I remain

Sincerely,

Michael Braby
President



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cc/Ms. Evelyn Lundchild, IESO

Mr. Jason Neal, SAWDAC

Mr. Vic Fedeli, MPP Nipissing

Ms. Lisa MacLeod, MPP Nepean

Mr. Ted Arnott, MPP Wellington-Halton Hills

Ms. Christine Elliott, MPP Newmarket-Aurora

Mr. Ian Arthur, MPP Kingston and the Islands

Ms. Laura Weil, Eurovinyl Windows and Doors

Mr. Chris Meiorin, Eurovinyl Windows and Doors

M. Jean-Sebastien Guertin, Atis Group (Vinylbilt Windows)

July 9, 2018

Good afternoon,

The abrupt cancelation of the GreenON rebate program has caused a great deal of anxiety for both ourselves, our customers, and our suppliers. The program had proven very popular and many people signed on. Our concern is not with the cancelation of the program, but the amount of time being allowed to complete the work. We were very happy to see the extension from August 31 to October 31. This extension allows us to complete the work for the approvals given to us in early June. We had customers sign up with us until the June 19th deadline, which we had to decline because we can't meet the October 31 deadline. Needless to say, they were quite angry. At this point we are only able to meet the October 31 deadline if we don't lose time to weather or our installers being absent due to illness. Not only is the installation a potential problem, but even receiving the product in time to complete the work is questionable. This program has sent our entire industry into chaos. Again, we have no problem with the cancelation of the program, we are only asking for an extension to complete the work by Dec 31, 2018. This will allow us to complete all of the work approved by June 19th, taking into consideration any delays to product delivery and weather. We have submitted our list of customers that gave us the approval prior to June 19th that we cannot meet the deadline for October 31st. Any consideration to another extension would be greatly appreciated.

Nancy Bork
Contractor ID 7083

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July 3, 2018

To Doug Ford and the Ontario Government,

As a Window and Door Certification Consultant, I work with 25 small Ontario fabricators assisting them with the certifications they need to meet Building Code, Green Energy Act and ENERGY STAR requirements.

The majority of these companies had to get new glazing options tested and certified in order to meet the demanding criteria of the GreenON rebate program, which they felt obligated to do in order to remain competitive. This amounted to thousands of dollars spent on new testing. The window industry in Ontario is highly competitive with small profit margins.

Because most fabricators in Ontario were doing the same thing, the test labs were extremely backed up. Tests ordered in December and January, which would normally have been completed in 3 weeks, were finally completed in May and June. In one case, the new options my client was waiting for arrived the day the program was cancelled. Being conscientious, they hadn't sold any of these windows or signed contracts to install them without having them listed on the ENERGY STAR Most Efficient list first.

They also had to meet the installation requirement of providing trained installers. At the time of the rebate roll out, only one type of training was available. This was through SAWDAC, who required installers to become certified members and pay more thousands of dollars in order to get an ID number they could use to register for the GreenON program.

Again, because of demand, their training sessions were also backed up, some of my clients finally receiving their training the week of the cancellation without time to complete their registration.

Whenever I asked GreenON when the program would end, I was assured that, regardless of who won the election, the program would continue at least until the end of 2019 because the money was already allocated and was based on money collected through Cap and Trade. I passed this information onto my clients, who then assumed that all of the expense and hassle to be able to participate in the program would be worth it.

The sudden cancellation, which was announced June 19th, stating that contracts had to be signed prior to June 19th, meant that there were contracts signed that day that were invalid.

Because of demand, I have clients with jobs booked into the new year. It will be impossible for them to complete everything even by the extended date of October 31st.

Though this fiasco is of your making, it will have a negative impact on the reputation of all window fabricators and installers as being unreliable moving forward.

A more reasonable approach, if cancellation is deemed necessary by this government, would have been to give a date in the future to finalize contracts still being negotiated and to consult with the industry on a reasonable end date for installations.

Fenestration Canada's request to extend the install date to December 31st may make it possible for contracted installations to take place in time. I urge this government to allow this extension.

Sincerely,

Pauline Richards

July 9, 2018

Dear Fenestration Canada,

Please see below a letter originally addressed to Rob Ford, Vic Fedelico, Lisa MacLeod, Evelyn Lundhild, & Amy Eakins, on June 20th, addressees as suggested by SAWDAC after the cancellation of the GreenOn program June 19th. My companies position is in line with the Fenestration Canada proposed installation dates of December 31st and subsequent paperwork submission date of January 31, 2019. The current date of October 31st for installation is unrealistic. This October date is very concerning for a few reasons. 1. - I know our company will not be able to meet the deadline for all the contracts we have signed as of the cancellation date June 19th, which will be very upsetting for our customers. 2. – Leading up to the October 31st date will cause a torrent of calls from customers wanting status on their installation creating chaos and putting undue stress on our staff.

NOTE: I realize in the letter below written in the early stages of the cancellation, I suggested November 31st would be an acceptable date however now with time to analyze and confer with our manufacturers I realize the Fenestration proposed date of December 31st is much more realistic.

Dear Representatives,

Thank you for taking the time to review this email. As a resident and business owner in Ontario on behalf of my Window and Door Company and all its employees, I would like to take this opportunity to express my deep concerns over the installation timelines as laid out by yesterday's announcement. <https://www.greenon.ca/>

SIMPLY, let me state categorically, the installation timelines currently suggested for the completion process for the Window Industry portion by the above information release are just not realistic! This is not only true for our company, but as an individual very in tune with our industry, Window Manufacturers and Dealers across Ontario will not be able to satisfy all the customer orders with this unrealistic timeline!

The Window & Door Industry as a whole will deal with a few issues if these dates are not adjusted;

- Manufacturers are not able to handle the demand and complete the manufacturing process in order to allow the time required for dealers to install product effectively.
- Under the current schedule I suspect dealers will have no choice but to contact customers and tell them that unfortunately the order they already placed and provided a deposit on for rebate windows is not attainable due to the current Green Ontario Fund schedule.
 - I suspect this will certainly cause quite a backlash by the consuming public. Not to mention the damage it will cause to the industry as a whole. With subsequent negative impact on the reputation to window & door dealers province wide.
- Dealers already are stretched to capacity in an attempt to meet customer's expectations
- All of the above does not include the added stress employees, not only for the manufacturers, but the dealer inside staff and install teams that will be under the gun to meet this deadline. Stress leads to mistakes which costs everyone.

Your sincere consideration to an extended "installation completion" timeline for the Window manufacturing and dealers of Ontario would be greatly appreciated. Based on my knowledge of the industry I believe a realistic adjusted date would be November 31st, 2018. This is based on what I know of not only my business, but the other dealers I have spoken to in the GTA. I urge the honourable premiere elect Mr. Ford and the newly elected Progressive Conservative government to make a reasonable and very much needed change.

Again, your time and consideration are greatly appreciated, and I look forward to more information in the coming days.

Regards,

Robert Maslen
President
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