



RIDGE ENERGY CUSTOMER GUIDANCE COVID-19

This Guidance Document will outline the necessary processes involved in performing Energy Assessments in residential homes in Ontario.

1) Personal Protection Equipment (PPE)

- a) It is recommended that the homeowner wear a mask and disposable gloves during the Energy Assessment.

2) Preparing for the Energy Advisor visit

- a) Number of people in your home – try to limit the number of people in your home during the appointment to only one if possible.
- b) Screening – the Advisor will ask you some screening questions prior to and at the time of the appointment. If you answer yes to any of the questions, the appointment may have to be postponed.
- c) Printed forms – the Advisor will provide printed forms for you to fill out and sign – place the forms on a table for the Advisor to take photos. Include copies of the most recent Gas Utility bill and property tax bill. Save the forms for 3 years.
- d) Emailing forms – if possible, the Advisor will email you the forms prior to the appointment. Please print them out and fill them in and sign them, see also b) above.
- e) Pre-payment of the audit – where possible please pre-pay the assessment fee – go to ridge.ca/contact or check the email sent to you with links. Make sure you complete the email field so we can identify the payment. You will receive a receipt automatically.

3) Procedure during visit

- a) Distancing – please maintain at least 6’ from our Advisor, try not to be in the same room he/she is working in.
- b) Payment – you can pay by cash, credit card, or cheque. If you pay by cash or cheque, please place in a sandwich baggy for our Advisor to transport.