

MUNICIPALITY OF THE DISTRICT OF LUNENBERG

Water Supply Upgrade Program | Frequently Asked Questions

1. What is the Water Supply Upgrade Program?

The program offers low-interest financing for systems that can improve the supply of potable water for homes in the Municipality of the District of Lunenburg.

2. How does the program work?

1. Homeowner submits a registration form to [Clean Foundation](#).
2. If approved, they receive and sign a customer agreement.
3. Municipality reviews and approves customer agreement.
4. Contractor quotes are submitted to Clean Foundation for approval.
5. Once approved, the work can begin.
6. After completion, homeowner submits invoices to Clean Foundation.
(NOTE – Clean Foundation pays the contractors directly.)
7. The homeowner repays the cost over time through their property tax bill.

3. Who is administering the program?

The program is administered by Clean Foundation on behalf of the Municipality of the District of Lunenburg. Questions about the program and how it works can be directed to Clean Foundation **1-844-727-7818** or cleanenergyfinancing@cleanfoundation.ca

4. What is the program eligibility criteria?

The property must be a detached, semi-detached or row house located in the Municipality of the District of Lunenburg and be at least six months old. Multi-unit buildings are not eligible. All property owners must consent to participation in the program and the property must be in good standing with municipal

MUNICIPALITY OF THE DISTRICT OF LUNENBERG

Water Supply Upgrade Program | Frequently Asked Questions

taxes. Any existing loans attached or another municipal program (Clean Energy Financing or LaHave Septic System Program), must be paid in full before applying.

5. What types of upgrades qualify for the program?

The list of eligible water supply upgrades includes but is not limited to:

- Well digging
- Well deepening
- Cisterns
- Well pumps
- Electrical and plumbing connections to support improved potable water supply

6. What is the maximum financing I can receive through the program?

The Municipality of the District of Lunenburg's Maximum Eligible Amount is the lesser of \$20,000 or 15 per cent of the full assessed property value.

7. Where do I find the Water Supply Upgrade Program documents and forms?

Click this link ([Water Supply Upgrade - Clean Foundation](#)) to access the documents and forms.

If you need assistance completing the forms, please email us at cleanenergyfinancing@cleanfoundation.ca or call **1-844-727-7818**.

8. What is the Hardship Clause?

The standard repayment term is 5 years, however applicants experiencing financial constraints may request a 10-year repayment term. The eligibility is based on income thresholds outlined in the

MUNICIPALITY OF THE DISTRICT OF LUNENBERG

Water Supply Upgrade Program | Frequently Asked Questions

Municipality of the District of Lunenburg's Policy 049 Property Tax Rebate. Applicants approved for the low-income tax rebate program will automatically pre-qualify for the 10-year loan term.

9. What if I enter the Water Supply Upgrade Program but do not complete any upgrades?

Should the Property Owner exit the program early after signing a Customer Agreement, a reduced admin fee of \$250 will be charged. The program fee will become payable 30 days upon exiting the program.

10. Who is responsible for getting quotes from contractors?

The homeowner must obtain contractor quotes and have them approved by Clean Foundation.

11. Who can complete the upgrades?

For a contractor to be eligible to work in the Water Supply Upgrade program, they must be actively registered with the Workers Compensation Board (WCB) and have at least \$2 million in liability insurance.

12. Who is responsible for paying the contractor?

Homeowners are not responsible for paying contractors. Clean Foundation will pay the contractor directly. However, if a homeowner has chosen to have additional work completed above the maximum financing amount, they will be responsible for paying the amount in excess of the maximum financing limit.

13. What if the quote from my contractor is greater than my approved financing amount? Can I still proceed with the work?

MUNICIPALITY OF THE DISTRICT OF LUNENBERG

Water Supply Upgrade Program | Frequently Asked Questions

Homeowners are responsible for paying all costs in excess of the approved financing amount. The total amount financed is a pre-determined municipal maximum. Clean Foundation will notify the contractor to request a split invoice, or Clean Foundation can arrange to make a down-payment on the invoice. It is the homeowner's responsibility to pay the remainder of the invoice directly to the contractor.

14. Is there a deadline for completing the program?

Water Supply Upgrade quotes must be submitted to Clean Foundation within 3 months of signing the Customer Agreement. Any quotes received after this period will not be eligible for financing unless the Municipality has provided an extension in writing. Participants are strongly encouraged to complete all upgrades within six months of signing the Customer Agreement.

15. If I'm not satisfied with my contractor's work, who is responsible for making it right?

Homeowners are responsible for selecting a contractor to complete the recommended upgrades, and that contractor is solely and entirely responsible for the quality of the work completed. Neither Clean Foundation nor the Municipality are responsible for any defects in workmanship or materials.

16. Am I required to receive consent from my mortgage lender and or home insurance provider?

No, this program does not require lender consent. However, it is recommended that you notify your mortgage lender and home insurance provider about your participation in this program.

17. Can I pay off my financing early?

Yes. Homeowners may choose to pay off the balance of their financing in full at any time during the term of their financing, without any penalties.

MUNICIPALITY OF THE DISTRICT OF LUNENBERG

Water Supply Upgrade Program | Frequently Asked Questions

18. Can I make a partial lump sum payment?

Yes. Homeowners may choose to make a partial lump sum payment at any time during the term of their financing, without any penalties.

19. Can I change the terms of the financing once I have signed the Financing Agreement?

No, once you have signed a Customer Agreement, the terms are locked and cannot be changed.

20. How does re-payment work?

Once you submit your contractor's invoice to Clean Foundation for all work eligible, you will be asked to make equal payments through your property taxes over a period of 5 years (or 10-years if the hardship clause was approved). The payment schedule will be made available through the Municipality.