



# Contractors' Forum

APRIL 27, 2022



# Housekeeping

- Encourage videos off and muted to start
- Invitation to turn on videos and unmute during Q&A
- Use chat for questions and comments
- Will be recorded

# Agenda

TOPIC	TIME (Approximate)
<b>Home Performance Stakeholder Council (HPSC) Update</b> <ul style="list-style-type: none"><li>• Introduction/Refresher</li><li>• Governance Update</li><li>• Industry Priorities</li></ul>	9:05-9:15am
<b>Home Performance Contractor Network (HPCN) Update</b> <ul style="list-style-type: none"><li>• Introduction/Refresher</li><li>• FAQs, Feedback, and Updates</li></ul>	9:15-9:25am
<b>Q&amp;A and Feedback: HPSC &amp; HPCN</b>	9:25-9:40am
<b>Vancity: Financial Solutions for your Business</b>	9:40-9:55am
<b>--Break--</b>	9:55-10:00am
<b>Rebate Program Panel and Q&amp;A</b> <ul style="list-style-type: none"><li>• CleanBC (Province of BC), BC Hydro, and FortisBC</li></ul>	10:00-10:30am
<b>Optional Networking and/or Overtime Q&amp;A</b>	10:30-11:00am



**HPSC**

# Home Performance Stakeholder Council (HPSC) Update

# OUR FOCUS

**Home Performance: the science and practice of building and improving homes based on a whole-home approach or the *house-as-a-system* concept.**

This includes addressing the building envelope, mechanical systems, occupant behaviour, and environmental conditions to make the home as safe, comfortable, efficient, and durable as possible.

## OUR ROLE

- ▶ **Non-profit**
- ▶ **Industry facilitator**
- ▶ **Residential retrofits**
- ▶ **British Columbia, Canada**

## OUR MISSION

Increase the **supply and demand** of qualified home performance service providers by supporting **market growth, capacity building, and quality workmanship.**

## OUR WORK



Industry  
Engagement



Contractor  
Resources

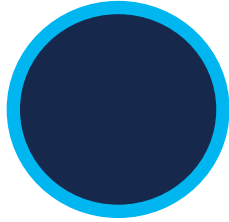


Advocacy



Contractor  
Network

# HPSC Governance Update



**TBD**  
**BOARD MEMBER**  
HPSC FP



**AKUA SCHATZ**  
**BOARD MEMBER**  
CaGBC



**ANDY COCKBURN**  
**BOARD MEMBER**  
NAIMA



**RYAN COLEMAN**  
**BOARD CHAIR**  
ECOLIGHTEN



**DARLA SIMPSON**  
**BOARD MEMBER**  
SES CONSULTING



**DAVID LEWIS**  
**BOARD MEMBER**  
ALPINE INSULATION



**JOVAN CHEEMA**  
**MANAGING DIRECTOR**  
HPSC



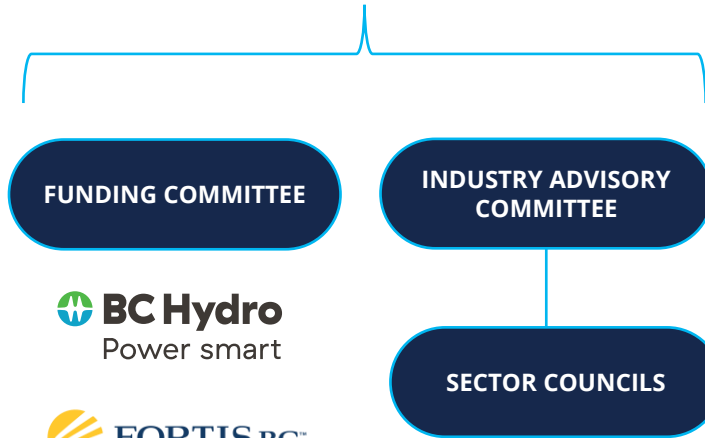
**MURRAY BOND**  
**BOARD ADVISOR**  
MINDSPRING MARKETING



**PETER SUNDBERG**  
**BOARD ADVISOR**  
CITYGREEN



**CHRISTINE GUSTAFSON**  
**BOARD ADVISOR**  
HARBOURGREENE CONSULTING



**TANYA RATZLAFF**  
**MANAGER, STRATEGIC RELATIONS**



**GREG BLOOM**  
**MANAGER, INDUSTRY RELATIONS**



**PUBALI SHOMEBASU**  
**COORDINATOR**

# 2022 Industry Priorities

Sector	Priorities
<b>All Sectors</b>	<ul style="list-style-type: none"><li>• Continue to implement and grow the HPCN</li><li>• Break down silos with other sectors; all-sector inclusive and industry supportive</li><li>• Work with program partners to consolidate search tools – find certified contractors, available rebates</li></ul>
<b>Windows &amp; Doors</b>	<ul style="list-style-type: none"><li>• Develop advanced training for windows and doors</li><li>• Implement and enhance quality assurance protocols</li></ul>
<b>HVAC</b>	<ul style="list-style-type: none"><li>• Advocate towards a Residential Refrigeration Mechanic Certification</li><li>• Implement and enhance quality assurance protocols</li></ul>
<b>Insulation</b>	<ul style="list-style-type: none"><li>• Industry focus and promotion of Air Sealing training</li><li>• Implement and enhance quality assurance protocols</li></ul>
<b>Energy Advisors</b>	<ul style="list-style-type: none"><li>• Identify fundamental and advanced training for EA's</li><li>• Launch HPCN sector</li></ul>
<b>Renovators</b>	<ul style="list-style-type: none"><li>• Identify fundamental and advanced training for renovators</li><li>• Launch HPCN sector</li></ul>

# 2022 Industry Priorities – Poll



WINDOWS & DOORS

## Windows and Doors – Advanced Qualifications

- Sector Council identified the need for an advanced qualification.
- Advanced qualification for HVAC, for example, takes about 26 hours to complete.

## Poll Question

- What is the best format to deliver an advanced qualification course focused on application?

(Respond in the Zoom poll)

# 2022 Industry Priorities – Poll



HEATING, COOLING  
& VENTILATION

## HVAC – Residential Refrigeration Mechanic Certification

- A Residential Refrigeration Mechanic Certification has been announced for BC.

## Poll Question

- For single-family dwelling retrofits, is two years the right length for a proposed certification program?

(Respond in the Zoom poll)

# 2022 Industry Priorities – Poll



INSULATION

## Insulation – Promoting Air Sealing training

- Air sealing is a vital component to a house-as-a-system approach.
- HPSC currently offers an *Air Sealing and Retrofits* course as optional training for HPCN.

## Poll Question

- Do you think the current *Air Sealing and Retrofits* course should remain optional or become mandatory for the HPCN?

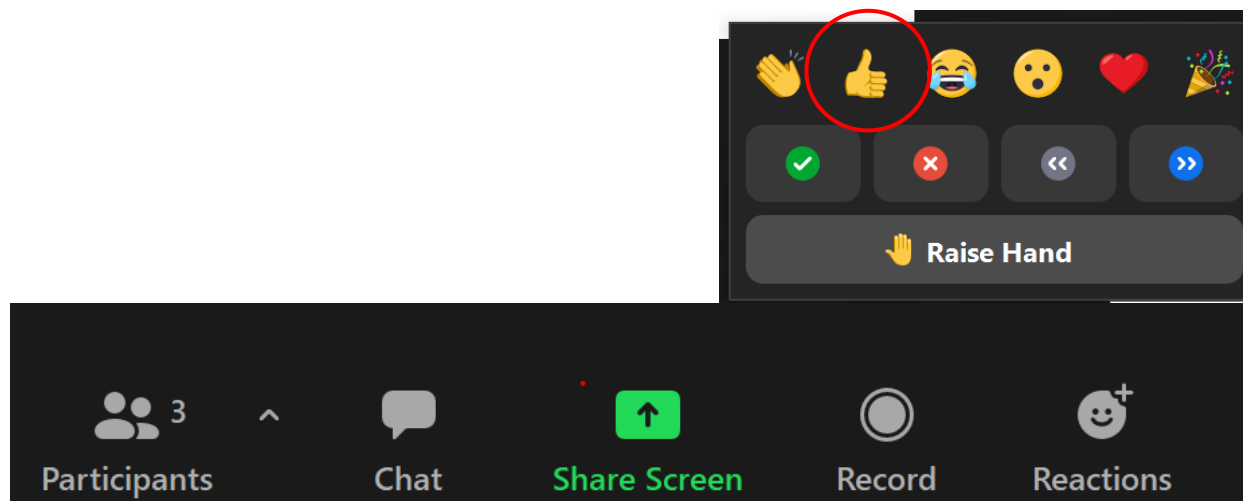
(Respond in the Zoom poll)

# Home Performance Contractor Network (HPCN) Update

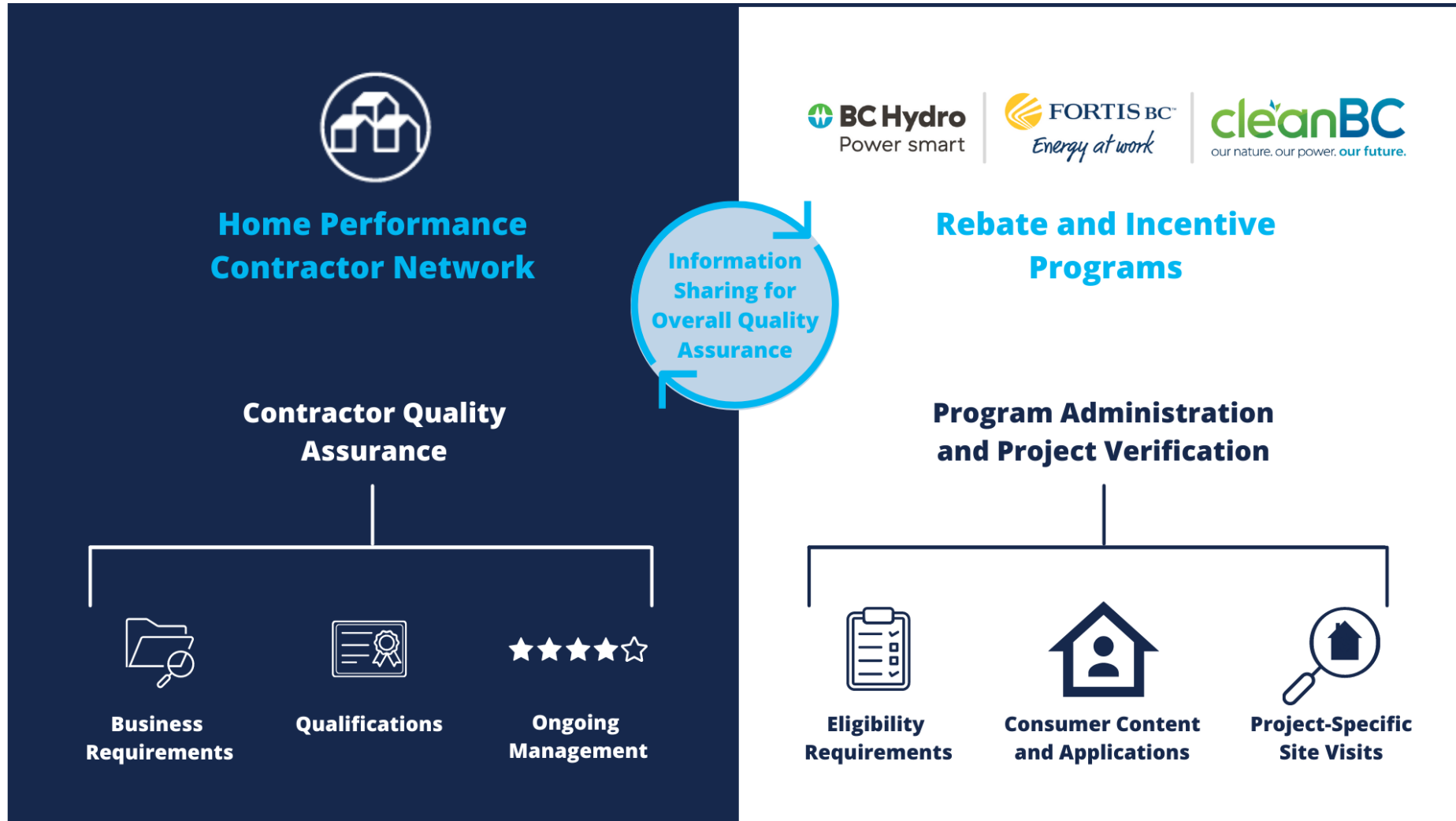
# Are you currently registered for the HPCN? (or a full member)

**No or not applicable** = no action

**Yes** = Zoom “Reactions” thumbs up



# About the HPCN



# Eligibility



WINDOWS & DOORS

REGISTRATION

Open



HEATING, COOLING  
& VENTILATION

REGISTRATION

Open



INSULATION

REGISTRATION

Open



ENERGY ADVISORS

REGISTRATION

Opening Late 2022 -  
Early 2023



RENOVATORS

REGISTRATION

Opening Late 2022 -  
Early 2023



**HPSC**

# Why Join the HPCN?



- Subsidized training (for a limited time)
- Eligibility for rebate and incentive programs
- Use of the HPCN logo
- Business information displayed in a search tool and promoted across BC
- Invitations to exclusive networking, engagement, and training opportunities

Find a registered contractor near you

What **type** of efficiency upgrade are you planning?

All Types



Where is the home **located**?

Enter municipality or regional district

Submit



# HPCN Participation



Company

1

## Application

- Business information
- Code of Conduct
- Reference Checks



Employees

2

## Qualifications

- Sector-specific: trade designations (as applicable) and training



Company

3

## Business Documentation & Agreement

- Submit: municipal/regional business licenses, proof of warrantee, updated insurance, and WorkSafeBC clearance letter
- Sign network agreement



Company & Employees

4

## Membership & Ongoing Management

- Displayed on the public search tool
- Access to subsidy reimbursements, network logo, networking
- Ongoing management

# Feedback

What We Heard	How We're Acting
Difficult to make time for employee training	<ul style="list-style-type: none"><li>• Focus on getting one employee trained</li><li>• Program partners extended heat pump rebate deadline</li></ul>
Waiting on reference checks	<ul style="list-style-type: none"><li>• Expedite reviews for companies with online customer reviews</li><li>• Request supplier reference</li></ul>
Employee training instructions are confusing <i>Quality Installation...</i> courses feedback	<ul style="list-style-type: none"><li>• Updating the employee training process</li><li>• Gathering comments and will review for corrective actions</li></ul>

# FAQs and Updates

## FAQs

- Providing supplier references
  - Updates to portal are coming soon; for now, email or add as customer reference
- Search tool
  - Currently listed at [betterhomesbc.ca/find-a-contractor](http://betterhomesbc.ca/find-a-contractor)
  - Will be listed on HPSC website and possibly other partner websites in the future
- Promotion
  - Ongoing outreach
  - Looking towards in-person engagement
- Customer/homeowner education
  - Program partner resources i.e., Energy Coach hotline

## Updates

- EA and Renovation launch
- Subsidy funds still available, demand increasing

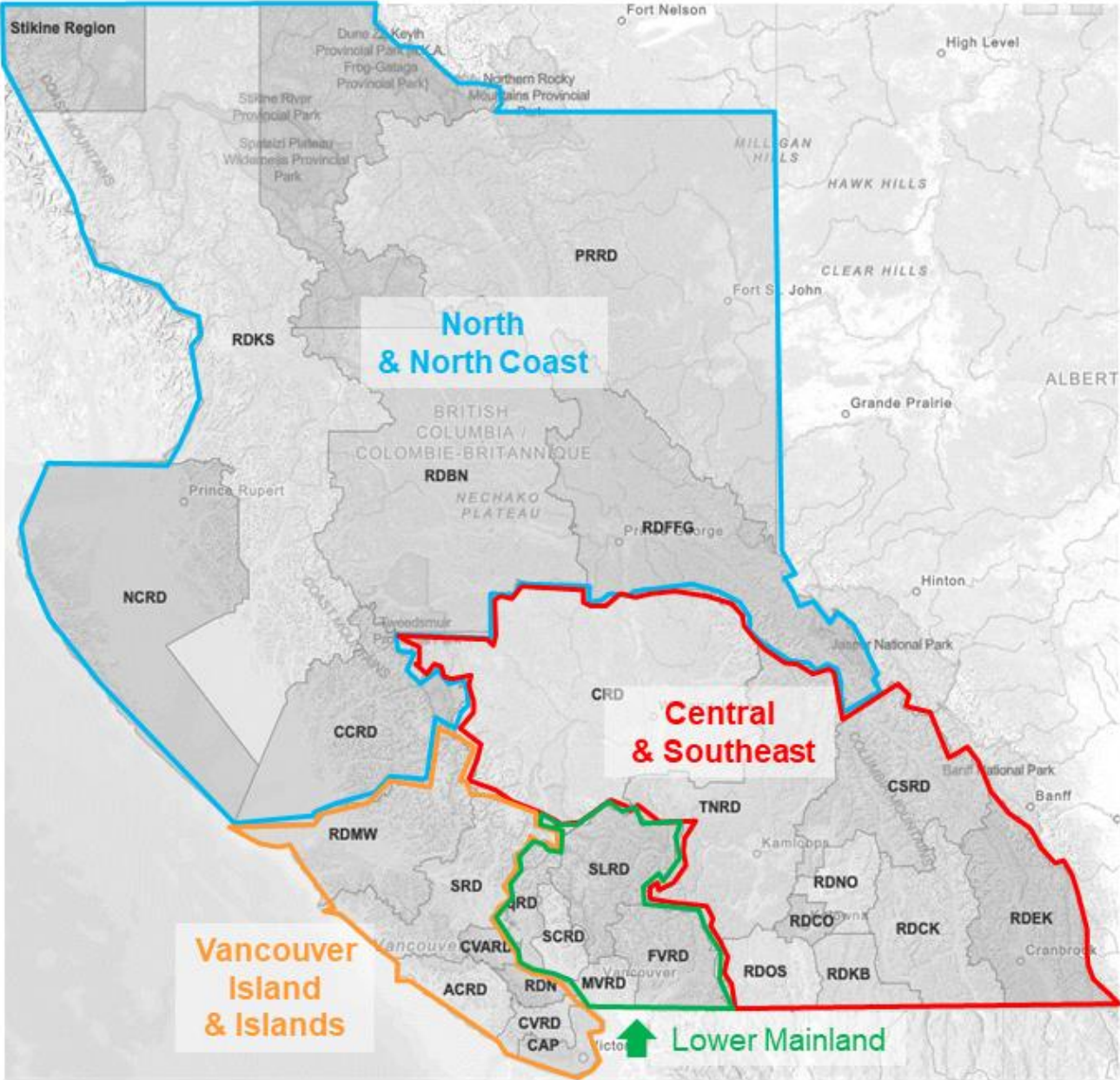
# HPCN Registration & Membership

Registrants

549

Members

121



# Thank You

[HomePerformance.ca](https://homeperformance.ca)

[info@homeperformance.ca](mailto:info@homeperformance.ca)

604-755-3469



**HPSC**

HOME PERFORMANCE  
STAKEHOLDER COUNCIL