

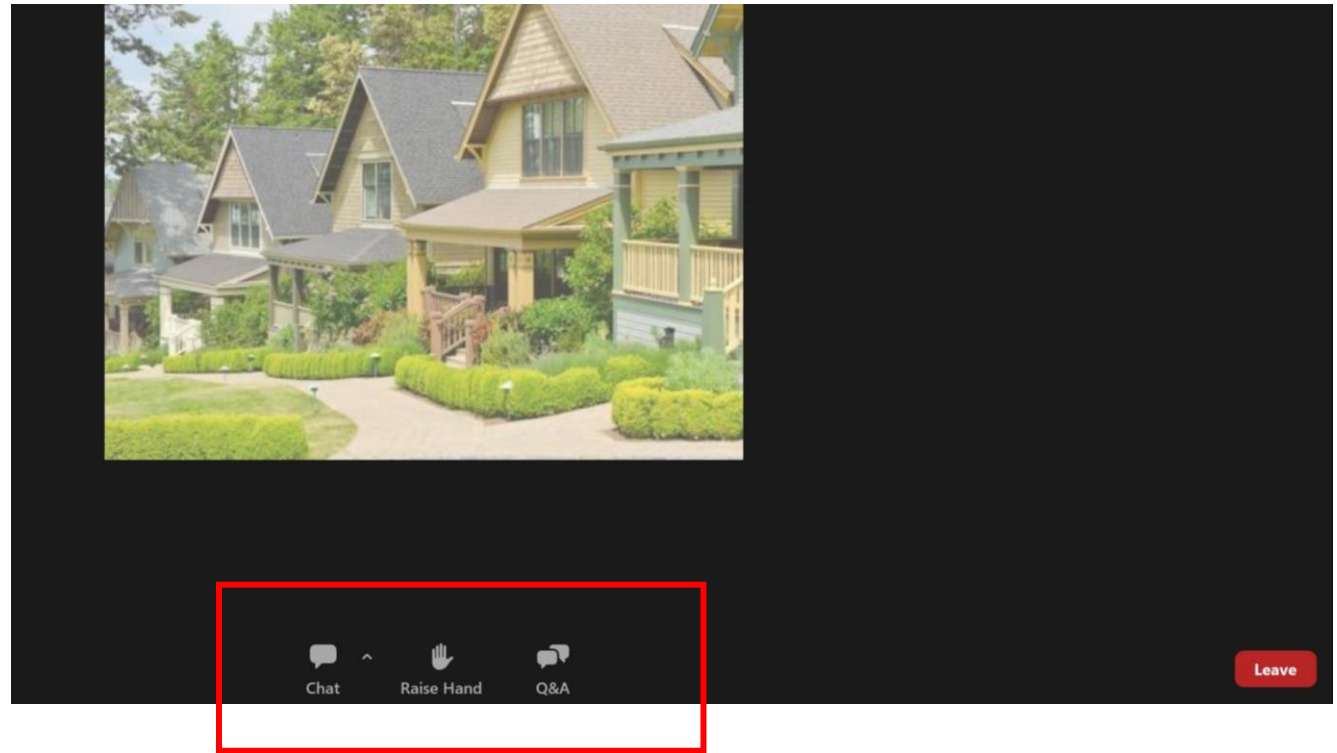
The background of the slide is a photograph of a residential neighborhood. In the foreground, there is a paved walkway leading through a well-maintained garden with low hedges and various plants. In the middle ground, several houses with different styles of porches and siding are visible. The houses are surrounded by tall, green trees. The sky is a clear, light blue.

# Rebate Program Refresher and Update – Heat Pumps

## North and Central/Southeast

# Housekeeping

- Attendees are muted and videos off
- Use Q&A box for questions
  - Opportunity to raise your hand and be unmuted during Q&A later
- Use chat box for comments/other discussions
- Will be recorded and slides will be sent out



# Agenda

- The HPSC and Rebate Programs
- Rebate Program Refresher and Update
  - Year in review
  - Pulse check
  - Helping your customers
- Q&A
- Contact Information

# The HPSC and Rebate Programs

# The HPSC & Rebate Programs



## HOME PERFORMANCE CONTRACTOR NETWORK

### Contractor Quality Assurance









## REBATE & INCENTIVE PROGRAMS

### Program Administration and Project Verification



# The HPSC & Rebate Programs

| Program Administrator   | Program Name                                | Rebate Type   |
|---|---|---|
|   | CleanBC Better Homes Income-Qualified Offer | <ul style="list-style-type: none"> <li>• Windows</li> <li>• Heat pumps</li> <li>• Insulation</li> </ul> |
|   | CleanBC Better Homes                        | <ul style="list-style-type: none"> <li>• Heat pumps</li> <li>• Insulation</li> </ul>                    |
|  <b>BC Hydro</b><br>Power smart  | Home Renovation Rebate Program              | <ul style="list-style-type: none"> <li>• Heat pumps</li> <li>• Insulation</li> </ul>                    |
|  <b>FORTIS BC™</b>  | Home Renovation Rebate Program              | <ul style="list-style-type: none"> <li>• Heat pumps</li> <li>• Insulation</li> </ul>                    |
|  <b>FORTIS BC™</b>   | FortisBC Income Qualified Rebate Program    | <ul style="list-style-type: none"> <li>• Heat pumps</li> <li>• Insulation</li> </ul>                    |

# Rebate Program Refresher and Update

# Rebate Program Training for Heat Pumps

## Nov 23, 2022

---

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# Introductions

## BC Hydro

- Anthony Ceh
- Kirsty Pappas
- Alliance Team

## FortisBC

- Erica Gugay
- Ambrose Chia

## Government of BC

- Grant Moonie

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# Year in review

Total # of heat pump applications paid out in the past year

| Nov 2021 to Nov 2022     | BC Hydro Service Territory | FortisBC Electric Service Territory |
|--------------------------|----------------------------|-------------------------------------|
| Electric to heat pump    | 5,679                      | 577                                 |
| Fossil fuel to heat pump | 5,976                      | 96                                  |
| <b>Total</b>             | <b>11,665</b>              | <b>673</b>                          |
|                          | <b>12,338</b>              |                                     |
| Vancouver Island*        | 61%                        |                                     |
| Lower Mainland           | 30%                        |                                     |
| Central                  | 8%                         |                                     |
| North                    | 1%                         |                                     |

\*BC Hydro has been offering heat pump rebates since 2015, large population of electrically heated homes are on Vancouver Island, and as a result high participation in this region

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# Helping your customers

1. Understand the rebates available and program requirements
2. Must be a Home Performance Contractor Network member, effective July 1
3. Know where customers can find you on our approved listings
4. Install to best practice standards
5. Include important info on invoices

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# Heat Pump Rebates in BC

## Provincial

Up to \$6,000



## Federal

Up to \$5,600

Canada Greener Homes Grant

Start your energy-efficient retrofits  
Apply and get advice on making your home more energy-efficient.

Explore careers in energy efficiency  
Get trained to be an energy advisor or register as an eligible service organization.

Discover energy efficiency resources  
Retrofit your home with the know-how to get it done right.

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# General Eligibility Requirements

- FortisBC or BC Hydro residential customer (or participating municipality)
- Have electricity, natural gas, oil, wood or propane as primary heating
- Homes must be 12 months or older
- Live in an eligible home:
  - Single family detached dwelling
    - Including legal individually metered secondary suites
  - Mobile home on permanent foundation
  - Row / townhouse, duplex

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# General Eligibility Requirements

- Heat pump must replace existing primary system and serve main living space
- Be listed as a qualified system on the Qualified Heat Pump Product List.
- As of July 1, 2022, the heat pump must be installed by a Home Performance Contractor Network member.

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# General Eligibility Requirements

## If you are switching from electrical heating to heat pump:

- \*\*Must meet minimum electricity consumption
- Calculator available at [bchydro.com/homerebates](https://bchydro.com/homerebates)

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# General Eligibility Requirements

## If you are replacing a fossil fuel (oil, propane or natural gas) heating system:

- The fossil fuel heating system must be removed, and proof must be provided with invoice.
- Following documents will be accepted:
  - Local government permit or inspection report, which must include date of inspection and address where inspection took place.
  - Invoice from the removal company or heat pump contractor, which must include description of work completed and date of removal.

# General Eligibility Requirements

## If you are replacing a natural gas or propane furnace with dual fuel heat pump:

- System must have an AHRI certified reference number that references all components of the heat pump including the outdoor unit, indoor unit and the furnace.
- A heat load calculation is required and must be submitted with the application.
- Boilers are not eligible for a dual fuel ducted central heat pump rebate.

# General Eligibility Requirements

## If you are replacing a wood or solid fuel heating system:

- The existing wood or solid fuel heating system may be retained in safe and working order or removed in accordance with all applicable laws. If you are keeping your wood or solid fuel heating system, you must submit a copy of an WETT Inspection

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# Fossil fuel to heat pump

## Heat Pump Eligibility Measures and Rebates

| Upgrade Category  | Upgrade Type                   | Equipment requirements  | Rebate Value                            |
|---|--------------------------------|---|---|
| <b>(BC Hydro electric service territory)</b><br><br><b>Switch from natural gas, propane or oil to an electric heat pump</b> | Ductless Mini-Split Heat Pump  | <ul style="list-style-type: none"> <li>• Variable Speed</li> <li>• HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>• Minimum capacity of 12,000 BTU (1 ton)</li> <li>• Eligible homes must be 1,200 sq. ft. or less</li> </ul> | \$6,000 +<br>\$3,000<br>Northern Top Up |
|   | Ductless Multi-Split Heat Pump | <ul style="list-style-type: none"> <li>• Variable Speed</li> <li>• HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>• Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$6,000 +<br>\$3,000<br>Northern Top Up |
|   | Central Ducted Heat Pump       | <ul style="list-style-type: none"> <li>• Variable Speed</li> <li>• HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>• Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$6,000 +<br>\$3,000<br>Northern Top Up |
|   | Dual Fuel Ducted Heat Pump     | <ul style="list-style-type: none"> <li>• HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>• Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$3,000 +<br>\$3,000<br>Northern Top Up |

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# Fossil fuel to heat pump

## Heat Pump Eligibility Measures and Rebates

| Upgrade Category  | Upgrade Type                   | Equipment requirements  | Rebate Value |
|---|--------------------------------|---|--------------|
| <b>(FortisBC electric service territory)</b><br><br><b>Switch from natural gas, propane or oil to an electric heat pump</b> | Ductless Mini-Split Heat Pump  | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> <li>Eligible homes must be 1,200 sq. ft. or less</li> </ul> | \$3,000      |
|   | Ductless Multi-Split Heat Pump | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$3,000      |
|   | Central Ducted Heat Pump       | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$3,000      |
|   | Dual Fuel Ducted Heat Pump     | <ul style="list-style-type: none"> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$3,000      |

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# Electric & wood to heat pump

## Heat Pump Eligibility Measures and Rebates

| Upgrade Category   | Upgrade Type                   | Equipment requirements  | Rebate Value |
|--|--------------------------------|---|--------------|
| <b>Switch from electric resistance or wood to all-electric heat pump (BC Hydro electric service territory)</b> | Ductless Mini-Split Heat Pump  | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> <li>Eligible homes must be 1,200 sq. ft. or less</li> </ul> | \$1,000      |
|  | Ductless Multi-Split Heat Pump | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$1,000      |
|  | Central Ducted Heat Pump       | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math>16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$2,000      |

# Electric & wood to heat pump

| Heat Pump Eligibility Measures and Rebates   |                                   |  |               |
|--|-----------------------------------|--|---------------|
| Upgrade Category   | Upgrade Type                      | Equipment requirements   | Rebate Value  |
| <b>(FortisBC electric service territory)</b><br><br><b>Switch from electric resistance or wood to all-electric heat pump</b> | Ductless Mini-Split Heat Pump     | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math> 16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> <li>Eligible homes must be 1,200 sq. ft. or less</li> </ul> | Up to \$1,200 |
|  | Ductless Multi-Split Heat Pump    | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math> 16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$2,000       |
|  | Central Ducted Heat Pump (Tier 1) | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math> 16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$1,200       |
|  | Central Ducted Heat Pump (Tier 2) | <ul style="list-style-type: none"> <li>Variable Speed</li> <li>HSPF <math>\geq</math> 10, SEER <math>\geq</math> 16</li> <li>Minimum capacity of 12,000 BTU (1 ton)</li> </ul>   | \$2,000       |

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# Changes to Heat Pump Test Standards

- Some of you may be aware of a new test standard for heat pump equipment that will be effective in Canada, early 2023.
- The new testing procedures for HSPF2 and SEER2 will better represent conditions in the field in Canada.
- When the new test standard is introduced, our program requirements for HSPF1 will stay the same, but there will be an equivalent HSPF2 number that will be referenced as well.
- We will provide you with further information as it is provided from NRCan, including details on how the program will manage this transition.

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# CleanBC Income Qualified Program

## Program Overview

- The CleanBC Better Homes Income Qualified Program provides enhanced rebates covering up to 95% of project costs to help make energy-saving home upgrades more affordable
- Complement to existing energy efficiency rebate programs offered in British Columbia
- Developed and funded by the Province of British Columbia and administered in partnership with CLEAResult Canada
- Launched in February 2022

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# CleanBC Income Qualified Program

## Program Goals

- **Improve Energy Affordability**
  - Enable income-qualified households facing financial hardship to achieve higher efficiencies
- **Increase Market Awareness**
  - Enrich residents' knowledge of energy efficiency and fuel switching opportunities
- **Reduce Greenhouse Gas Emissions**
  - Support achieving GHG emission reductions to address climate change

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# CleanBC Income Qualified Program

## Eligibility Requirements

### MAXIMUM INCENTIVES

#### Level 1

Incentive capped at **95%** of project costs, up to a maximum per measure

#### Level 2

Incentive capped at **60%** of project costs, up to a maximum per measure

### ELIGIBLE HOUSING TYPES



Single family detached home



Duplex



Row/Townhouse



Manufactured/  
Mobile home\*



Secondary suite in a single family detached home\*\*

\*Must be on a permanent foundation

\*\*Must have an independent utility meter

### ELIGIBLE MEASURES



#### Windows/Doors

Up to **\$9,500**, \$950 per window or door



#### Insulation

Up to **\$5,500**



#### Heat Pumps

Up to **\$9,500**



#### Heat Pump Water Heaters

Up to **\$3,500**

Additional rebates available for ventilation, health & safety, and electrical panel upgrades.

All participants must pay for their own utility bills.  
Additional terms and conditions apply, visit [betterhomesbc.ca/income-qualified](http://betterhomesbc.ca/income-qualified) for more details.

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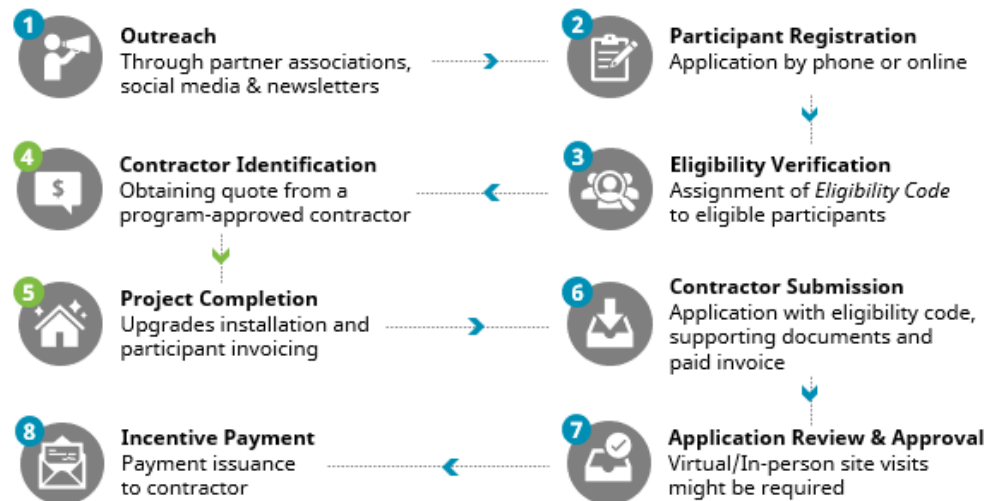


# CleanBC Income Qualified Program

## Eligibility Requirements

### Participation Journey

Contractor-based retrofit program for income qualified households in B.C.



### ADDITIONAL OPTIONAL SERVICES

#### For Participants

##### Energy Coaching & Assessments

- Contractors Identification
- Energy Education
- Enrollment Support
- Measure Prioritization
- Program Requirements
- Quote Review
- Understanding Invoices

#### For Contractors

##### Energy Coaching

- Application Support
- Payment Processing Support
- Program Requirements
- Verification of Eligibility Code
- Verification of Equipment Eligibility

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# CleanBC Income Qualified Program

- Ductless mini- and multi-split, central ducted and dual fuel ducted heat pump rebates are available.
- Homes converting from natural gas, propane or oil - 95% of eligible upgrade costs, up to a maximum of **\$9,500 per home**
- Homes converting from electricity or wood - 95% of eligible upgrade costs, up to a maximum of **\$5,000 per home**
- Income Qualified Program details available at <https://betterhomesbc.ca/rebates/income-qualified/>
- Become an Income Qualified Program Registered Contractor by contacting [IQPcontractorsupport@clearesult.com](mailto:IQPcontractorsupport@clearesult.com)

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# Heat Pump Rebates in BC

## Program Differences

### Important:

- Separate rebate processes – Greener Homes administered by Government of Canada
- Rebate requirements must be met for each program independently
- Stacking rebates cannot exceed the total cost of the installation

|   | Pre-registration | EnerGuide assessment | Stackable         | Licensed contractor | HPCN Member |
|---|------------------|----------------------|-------------------|---------------------|-------------|
| <b>Provincial rebate programs:</b><br>Better Homes and Home Renovation Rebate | No               | No                   | Yes, with GH only | Yes                 | Yes         |
| <b>CleanBC Income Qualified</b>   | Yes              | No                   | Yes, with GH only | Yes                 | Yes         |
| <b>Federal rebate program:</b><br>Greener Homes Grant (GH)                    | Yes              | Yes                  | Yes               | Yes                 | No          |

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# Helping your customers

1. Understand the rebates available and program requirements
2. **Must be a Home Performance Contractor Network member, effective July 1**
3. Know where customers can find you on our approved listings
4. Install to best practice standards
5. Include important info on invoices

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# Home Performance Contractor Network

- **As of July 1, 2022** – customers must use a contractor who is listed on the Home Performance Contractor Network directory in order to be eligible for provincial heat pump rebates.
- HPCN is managed by the Home Performance Stakeholder Council (HPSC)
- Ensure that you are completing all required training and documentation
- Training and wage subsidies available for limited time.
- Visit <http://homeperformance.ca/about-the-network/> for more information.



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# Helping your customers

1. Understand the rebates available and program requirements
2. Become a member of the Home Performance Contractor Network by July 1
3. Know where customers can find you on our approved listings
4. Install to best practice standards
5. Include important info on invoices

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# Contractor Directory

- [www.bchydro.com/hpcn](http://www.bchydro.com/hpcn) or [www.betterhomesbc.ca/find-a-contractor/](http://www.betterhomesbc.ca/find-a-contractor/)



Rebate Search Tool

About Us

Contact Us



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

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# Helping your customers

1. Understand the rebates available and program requirements
2. Must be a Home Performance Contractor Network member, effective July 1
3. Know where customers can find you on our approved listings
4. **Install to best practice standards**
5. Include important info on invoices

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# Installation Best Practice

- Program requirement that heat pumps are being installed following the best practice guide – developed in partnership by industry experts
- Applications may be sent to site visit before the rebate is processed
  - Collecting information regarding the products installed
  - Checking installation practices
  - Taking photos of the upgrade
- Best practice guide can be found at [bchydro.com/contractors](https://bchydro.com/contractors)



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# Installation Best Practice

## Example 1: Line set insulation



**POOR INSTALLATION**

**BEST PRACTICE INSTALLATION**



### Line Set and Penetrations



**Line set not properly insulated**

*Source: Best Practices Installation Webinar, NEEA*



**Line set properly insulated**

*Source: Best Practices Installation Webinar, NEEA*

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# Installation Best Practice

## Example #2: Secure outdoor unit

Exhibit 25: Outdoor Unit on Concrete Pad

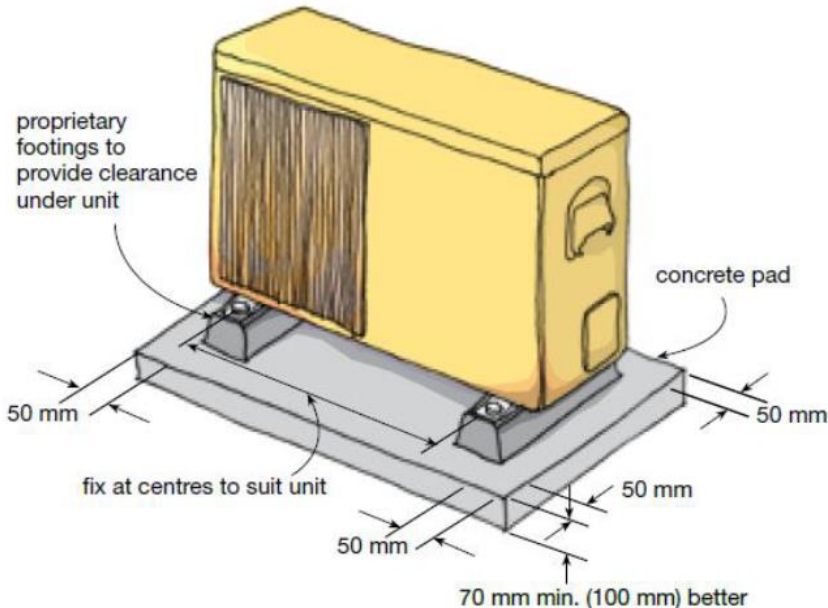
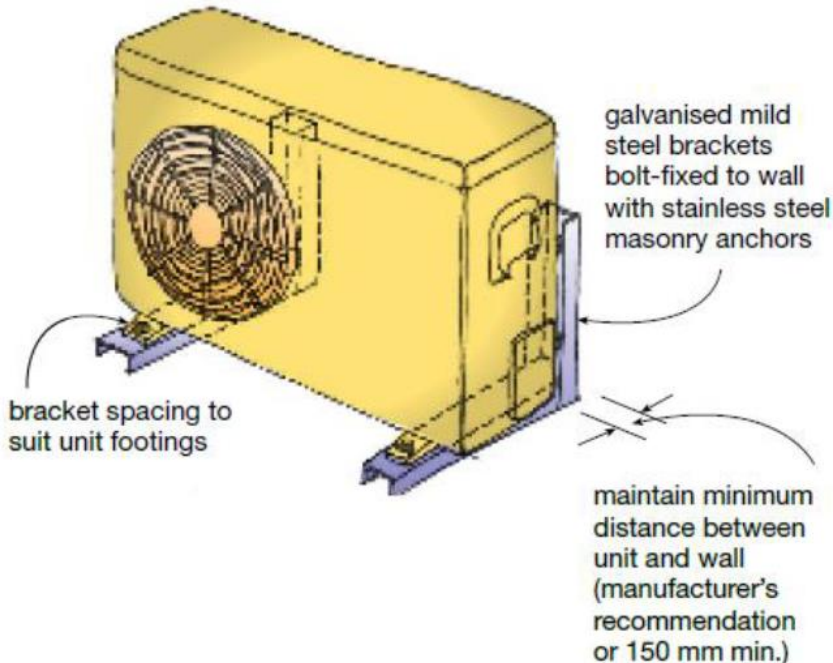


Exhibit 26: Wall Mounted Outdoor Unit on Bracket - Masonry Wall



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# Installation Best Practice

## Example #3 Set Points

- Balance set points for dual fuel systems
  - 5<sup>0</sup>C for Vancouver Island and the Lower Mainland
  - 2<sup>0</sup>C for the Interior and Northern Regions



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# Helping your customers

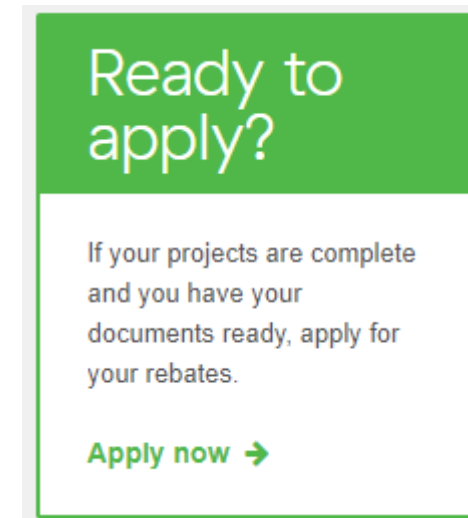
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5. **Include important info on invoices**

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# Application Process

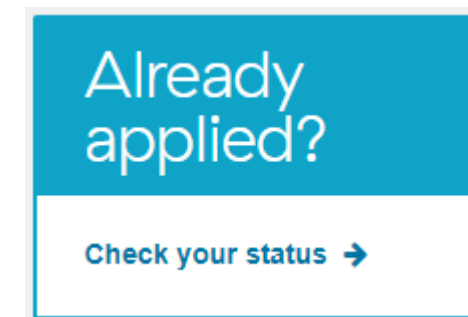
- Customers must:
  - Apply online within six (6) months of invoice date
  - Provide copies of all required documentation including invoices
  - Complete the application form at **bchydro.com/hero**
- Applications processed within 90 days
- Customers can check status online



Ready to apply?

If your projects are complete and you have your documents ready, apply for your rebates.

[Apply now →](#)



Already applied?

[Check your status →](#)


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# Invoice Requirements

- Heat pump invoices must include:
  - Make & model numbers for all components
  - AHRI number or copy of AHRI certificate
  - Capacity of the system (BTU)
  - Invoice date, customer & company information including GST number
- Providing the required details will ensure rebate applications are processed without delay

**Sample Invoice**


 The ASHP Company <sup>1</sup>  
123 Main Street Vancouver, BC V2M 4L8  
1 (866) 875-2736 <sup>2</sup>  
hello@ashpc.com

<sup>3</sup> PO#: 112099  
GST 123456789 RT 0001

INSTALLATION ADDRESS <sup>5</sup> Mr. Joe Bewarm  
4353 Ontario Street  
Vancouver, BC  
V2M 4L8

| 4 | INVOICE DATE | PLEASE PAY  | DUE DATE   |
|---|--------------|-------------|------------|
|   | 15/04/2022   | \$13,440.00 | 15/05/2022 |

| DESCRIPTION   | HRS/QTY | RATE        | SUBTOTAL                           |
|---|---------|-------------|------------------------------------|
| <sup>6</sup> Supply and installation of new SEER 16 and HSPF 9.30 central ducted heat pump:<br><sup>7</sup> Make: WarmAir<br>Outdoor Model: KW30-898UX-012<br><sup>8</sup> Indoor Model(s): KWV060UX<br>AHRI number: 1234567<br>Number of tons: 2.5 | 1       | \$11,000.00 | \$11,000.00                        |
| <sup>9</sup> Removal and or decommission of fossil fuel system including applicable tank(s) from customer premise on 15/04/2022.  | 1       | \$1,800.00  | \$1,800.00                         |
|   |         |             | SUBTOTAL \$12,800.00 <sup>11</sup> |
|   |         |             | GST (5%) \$640.00                  |
|   |         |             | TOTAL \$13,440.00                  |



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# Program Support

## Customers

- Direct customers to contact a Better Homes energy coach, available M-F, 9am to 5pm
  - Hotline: 1-844-881-9790
  - Email: [ask@betterhomesbc.ca](mailto:ask@betterhomesbc.ca)

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# Program Support

## Contractor Portal

[bchydro.com/contractors](https://bchydro.com/contractors)



Home > Energy savings > Residential > Rebates & free programs > Rebates for home renovations > Resources for contractors

### Resources for contractors

#### Rebates for home renovations

- [Heat pumps](#)
- [Insulation](#)
- [Water heating](#)
- [Windows & doors](#)

#### Quick links

- [General program eligibility](#)
- [Electricity consumption check](#)
- [Contractor invoice requirements](#)
- [Bonus rebates available](#)

#### Heat pump resources

- [Rebate guide](#) (PDF, 99 KB)
- [Best Practice Installation Guide](#)
- [Eligible heat pump list](#)

#### Contractor directory

- [Heat Pump contractors](#)
- [Insulation contractors](#)

#### Insulation resources

- [Rebates & program eligibility](#)
- [Best Practice Installation Guide](#)

#### Rebate program training

Training is offered to contractors twice per year (spring and fall). Check back to sign up for an invitation to the next training session.

### Still have questions? Contact the Alliance

[alliance@bchydro.com](mailto:alliance@bchydro.com)

re energy

BC

**cleanBC**  
BETTER HOMES

# Program Support

## Contractors

| BC Hydro   | CleanBC  | FortisBC   |
|--|--|--|
| Home Renovation Rebate<br><a href="mailto:alliance@bchydro.com">alliance@bchydro.com</a> | Better Homes<br><a href="mailto:betterhomes@gov.bc.ca">betterhomes@gov.bc.ca</a> | Home Renovation Rebate<br><a href="mailto:qualityinstalls@fortisbc.com">qualityinstalls@fortisbc.com</a> |
| <a href="http://www.bchydro.com/contractors">www.bchydro.com/contractors</a>             | <a href="http://www.betterhomesbc.ca/">www.betterhomesbc.ca/</a>                 | <a href="http://www.fortisbc.com/homerebates">www.fortisbc.com/homerebates</a>                           |

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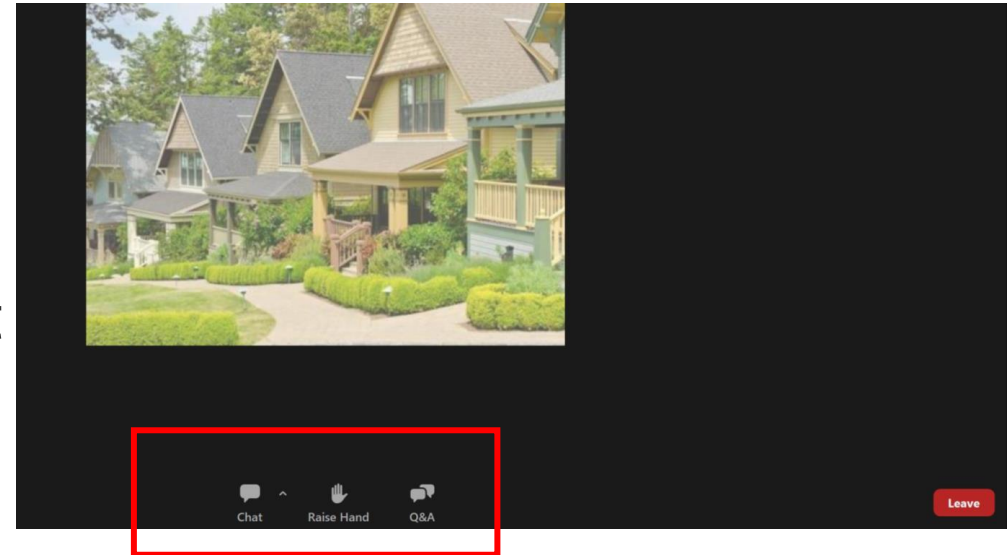
# Q&A

## Questions

- Type your questions or upvote other questions.
- Raise your hand and wait to be unmuted.

## Comments/Discussion

- Use the chat box.



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# More questions?



**Rebate program questions:**  
[alliance@bchydro.com](mailto:alliance@bchydro.com)

**Questions about the HPCN:**  
[HomePerformance.ca](http://HomePerformance.ca)  
[info@homeperformance.ca](mailto:info@homeperformance.ca)  
604-755-3469

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**February 15 & 16, 2023**

Vancouver Convention Centre West

**Join us at #BUILDEXVancouver**



@buildexshows  
www.buildexvancouver.com



**HPSC**