

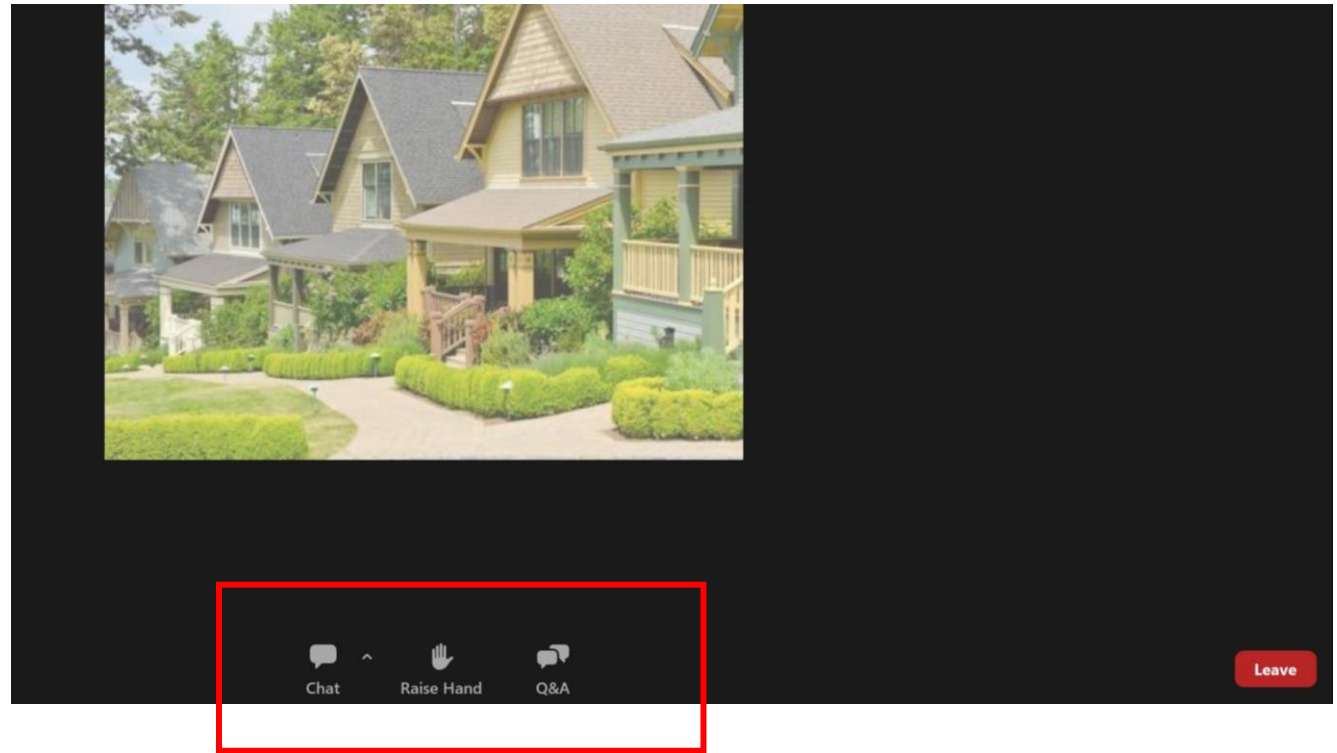


# Rebate Program Refresher and Update – Insulation

June 2023

# 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
  - Introductions
  - Year in review
  - 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 &amp; doors</li> <li>• Heat pumps</li> <li>• <a href="#">Insulation</a></li> </ul> |
|    | CleanBC Better Homes                                                               | <ul style="list-style-type: none"> <li>• Heat pumps</li> <li>• <a href="#">Insulation</a></li> </ul>                                |
|    | Home Renovation Rebate Program                                                     | <ul style="list-style-type: none"> <li>• Heat pumps</li> <li>• <a href="#">Insulation</a></li> </ul>                                |
|   | Home Renovation Rebate Program <i>and</i> FortisBC Income Qualified Rebate Program | <ul style="list-style-type: none"> <li>• Heat pumps</li> <li>• <a href="#">Insulation</a></li> </ul>                                |
|  | Home Heating System Tune Up and Smart Thermostat Program                           | <ul style="list-style-type: none"> <li>• Furnace or boiler tune-ups</li> <li>• Smart thermostat installations</li> </ul>            |

# Rebate Program Refresher and Update

# Agenda

1. Year in review
2. Helping your customers
3. Q&A

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# Year in review

Total # of insulation applications we've seen in the past year

| April 2022 to March 2023                                      | BC Hydro Service Territory | FortisBC Service Territory |
|---------------------------------------------------------------|----------------------------|----------------------------|
| Attic - flat and cathedral ceiling                            | 868                        | 1,828                      |
| Basement/crawlspace walls                                     | 249                        | 367                        |
| Exterior wall cavities and sheathing                          | 116                        | 171                        |
| Other (exposed floor, floor over crawlspace, basement header) | 96                         | 97                         |
| <b>Total</b>                                                  | <b>1,329</b>               | <b>2,463</b>               |
|                                                               | <b>3,792</b>               |                            |

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# Helping your customers

1. Understand the rebates available and program requirements
2. Must be a Home Performance Contractor Network member
3. Include important info on invoices

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# Insulation Rebates in BC

## Provincial

Up to \$5,500



## Federal

Up to \$5,000



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# General Eligibility Requirements

- FortisBC or BC Hydro residential customer (or participating municipalities)
- Primary space heating system = electricity, natural gas, oil, wood or propane
- Meets electricity consumption requirements (BC Hydro)
- Eligible homes:
  - 12 months or older
  - Single family detached (includes individually metered suites)
  - Mobile home on permanent foundation
  - Row / townhouse, duplex

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# General Eligibility Requirements

- Installed by:
  - Home Performance Contractor Network
- Eligible insulation types:
  - batt
  - loose fill
  - board
  - spray foam
- Installed to reduce heat loss from a living space
- Installed in accordance with the *Best Practice Guide for Air Sealing and Insulation Retrofits for Single Family Homes*

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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
- Visit <https://betterhomesbc.ca/rebates/income-qualified/>
- To become a IQP Registered Contractors email [IQPcontractorsupport@clearesult.com](mailto:IQPcontractorsupport@clearesult.com)

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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.

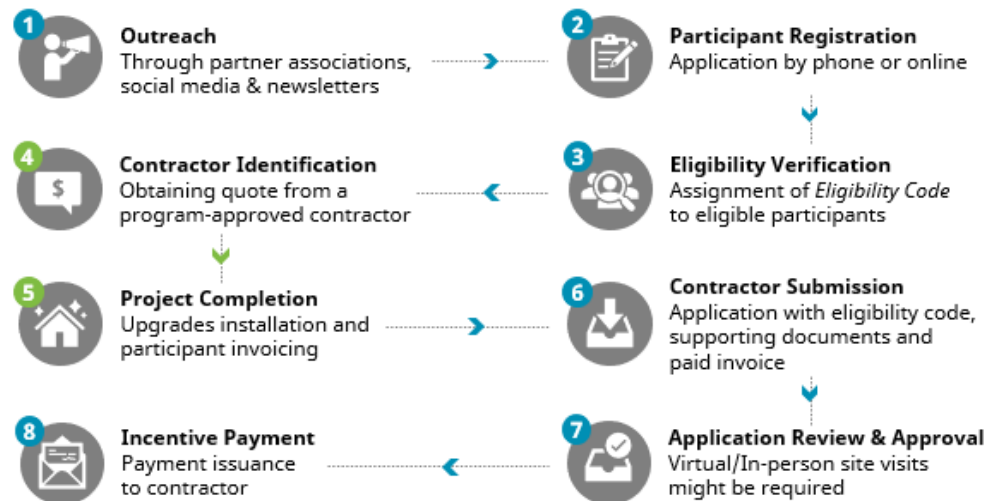
All participants must pay for their own utility bills.  
Additional terms and conditions apply, visit [betterhomesbc.ca/income-qualified](http://betterhomesbc.ca/income-qualified) for more details.

# 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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# Income Qualified Program Rebate Details

- Available rebate up to \$5,500
- Installed by:
  - Income Qualified Program Registered Contractor
- Eligible insulation types: batt, loose fill, board, or spray foam
- Installed to reduce heat loss from a living space
- Installed in accordance with the *Best Practice Guide for Air Sealing and Insulation Retrofits for Single Family Homes*
- installed in an eligible location and result in an increase in R-value. Eligible locations are:
  - attic
  - exterior wall cavity
  - exterior wall sheathing
  - basement/crawlspace
  - other: exposed floor, floor over crawlspace, basement header

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# Insulation Rebates in BC

## Program Differences

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

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# Insulation Rebates in BC

| Insulation Eligibility Measures and Rebates                     |                       |                                                                |                      |
|-----------------------------------------------------------------|-----------------------|----------------------------------------------------------------|----------------------|
| Upgrade Type                                                    | Minimum R-value added |                                                                | Rebate value         |
| Attic – flat and cathedral ceiling                              | R12                   | $\$0.02 \times \text{square feet} \times \text{R-value added}$ | Up to <b>\$900</b>   |
| Exterior wall cavities                                          | R12                   | $\$0.09 \times \text{square feet} \times \text{R-value added}$ | Up to <b>\$1,200</b> |
| Exterior wall sheathing                                         | R3.8                  | $\$0.09 \times \text{square feet} \times \text{R-value added}$ | Up to <b>\$1,200</b> |
| Basement/crawlspace walls                                       | R10                   | $\$0.09 \times \text{square feet} \times \text{R-value added}$ | Up to <b>\$1,200</b> |
| Other – exposed floor, floor over crawlspace or basement header | R20                   | $\$0.07 \times \text{square feet} \times \text{R-value added}$ | Up to <b>\$1,000</b> |

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# Insulation Rebates in BC

## Application Submission

Customers must apply online for their rebates with the utility that primarily heats their home.

- FortisBC natural gas
- FortisBC electric
- BC Hydro

Start your rebate application

Ready to  
apply?

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

Apply now →

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# Helping your customers

1. Understand the rebates available and program requirements
2. **Must be a Home Performance Contractor Network member**
3. Include important info on invoices

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# Home Performance Contractor Network

- Customers must use a contractor who is listed on the Home Performance Contractor Network directory in order to be eligible for provincial insulation rebates
- HPCN is managed by the Home Performance Stakeholder Council (HPSC)
- Training and wage subsidies available for limited time.
- Visit <http://homeperformance.ca/about-the-network/> for more information
- If you have completed the designation, we recommend you get more estimators and installers onboarded
  - Ensure all key employees complete the designation requirements



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# Contractor Directory

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

Find a registered contractor near you

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

Where is the home **located**?

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
3. **Include important info on invoices**

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# Supporting your customers

## Invoice Requirements

- Installation date
- Customer name
- Site address
- Location(s) of installation
- Type of insulation
- Starting and final R-value
- Total insulation added in square feet
- Indicates fully paid

**Sample Invoice**

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

<sup>3</sup> PO#: 112098  
GST 123456789 RT 0001

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

| INVOICE DATE            | PLEASE PAY | DUE DATE   |
|-------------------------|------------|------------|
| <sup>4</sup> 15/04/2019 | \$2,415.00 | 15/05/2019 |

| DESCRIPTION                                                                                                                                                                       | HRS/QTY | RATE       | SUBTOTAL   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|------------|------------|
| <sup>6</sup> Location: Attic – Top Floor<br><sup>7</sup> Type of Insulation: Loose fill<br><sup>8</sup> Starting & Final R Value: R10 to R40<br><sup>9</sup> Square Footage: 1400 | 1       | \$1,600.00 | \$1,600.00 |
| <sup>6</sup> Location: Attic– Main Floor<br><sup>7</sup> Type of Insulation: Loose fill<br><sup>8</sup> Starting & Final R Value: R28 to R40<br><sup>9</sup> Square Footage: 700  | 1       | \$700.00   | \$700.00   |

**PAID** <sup>10</sup>

|              |                         |
|--------------|-------------------------|
| SUBTOTAL     | \$2,300.00 <sup>7</sup> |
| GST (5%)     | \$115.00                |
| <b>TOTAL</b> | <b>\$2,415.00</b>       |

[fortisbc.com/rebates](http://fortisbc.com/rebates) or [bchydro.com/homerebates](http://bchydro.com/homerebates)

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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)

## 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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# Contractor Support

| 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>                           |



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

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# Q&A

# Q&A

- Questions
  - Type your questions or upvote other questions
  - Raise your hand and wait to be unmuted
- Comments/discussion
  - Use the chat box

