



# Rebate Program Refresher and Update – Windows & Doors

November 2022

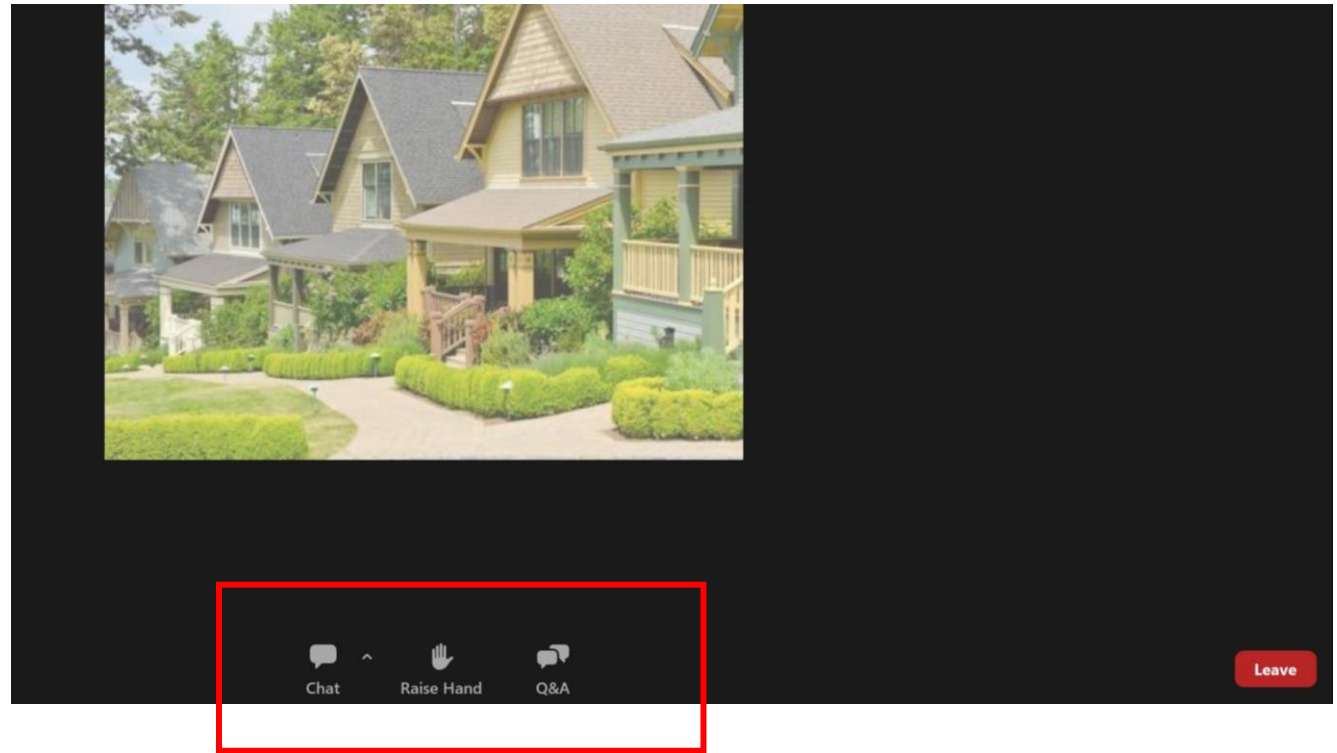


**HPSC**

HOME PERFORMANCE  
STAKEHOLDER COUNCIL

# 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
- 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>• <a href="#">Windows</a></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>
	Home Renovation Rebate Program	<ul style="list-style-type: none"> <li>• Heat pumps</li> <li>• Insulation</li> </ul>
	Home Renovation Rebate Program	<ul style="list-style-type: none"> <li>• Heat pumps</li> <li>• Insulation</li> </ul>
	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 Windows & Doors

## November 22, 2022

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# Agenda

1. Introductions
2. Year in review
3. Helping your customers with rebate details, values, and requirements
4. Questions

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# Introductions

## Government of BC

- Grant Moonie

## BC Hydro

- Kirsty Pappas
- Anthony Ceh

## FortisBC

- Tammy Grant
- Ambrose Chia

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# Year in review

Total number of windows and doors installed in the past year.

April 2021 to March 2022	BC Hydro Service Territory	FortisBC Service Territory
Tier 1 W/D (U-factor 1.23 - 1.40 W/m <sup>2</sup> ·K)	1,580	5,119
Tier 2 W/D (U-factor 1.22 W/m <sup>2</sup> ·K or lower)	4,605	9,618
<b>Total</b>	<b>6,185</b>	<b>14,737</b>
	<b>20,922</b>	

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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
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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# Fenestration Rebates in BC

## Provincial

Up to \$2,000



## 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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# Better Homes and Home Renovation Rebate Program Overview

- Integrated offer of financial rebates for residential customers looking to make energy efficient upgrades to their homes
- Partners:
  - Province of B.C.
  - BC Hydro
  - FortisBC
- Goal: accelerate retrofits that help households reduce greenhouse gas emissions (GHGs) and energy use
  - High efficiency heating equipment
  - Building envelope improvements

# General Eligibility Requirements

- FortisBC or BC Hydro residential customer (or live in a 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

- If you are primary heated by BC Hydro Electricity:
  - Homeowner must meet minimum electricity consumption
  - Calculator available at [bchydro.com/homerebates](https://bchydro.com/homerebates)

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# General Eligibility Requirements

- The windows/doors must be replacing existing windows and/or doors in the building envelope.
  - Windows installed in new rough openings are ineligible.
  - Skylights are not eligible for the rebate.
- Windows must be listed with one of the following certification bodies:
  - Canadian Standards Association (CSA)
  - Intertek Canada (Intertek)
  - Labtest Certification (LC)
  - Keystone Certification (KC)
  - QAI Laboratories (QAI)
  - National Fenestration Ratings Council (NFRC)

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# General Eligibility Requirements

- Doors must be listed with one of the certifications bodies **or** found on [Natural Resource Canada's Energy Star certified door lists](#).
- A photo of a least one label showing one or more of the following: manufacturer model code/number, NRCan reference number or a certified products directory (CPD) number, plus a certified mark from the certifying body.

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# Better Homes and Home Renovation Rebate Program

Windows and Doors Eligibility Measures and Rebates			
Upgrade Category	Upgrade Type	October 1, 2022 Program Updates	Rebate Value
<b>Building Envelope Windows and Doors</b>	Tier 2 Windows and Doors	<ul style="list-style-type: none"> <li>U-factor 1.22 W/m<sup>2</sup>·K and lower</li> </ul>	\$100 per Window or Door (Max \$2,000)
	- Window and Door rebates are not available in the City of Vancouver due to their recent Building By-law requirement.		

- Program detail and requirements available at <https://betterhomesbc.ca/rebates/window-and-door-replacement-rebates/>

# Windows and Doors Rebate Changes

- Any specification updates are done in the spring or fall – typically April or October.
- Notification was sent in January, providing nine months notice of the October 1 change. Program partners will be updating websites in the next 2 weeks to let customers know the Tier 1 windows will no longer be eligible.
- If you are not receiving emails, please reach out to [Alliance@bchydro.com](mailto:Alliance@bchydro.com) to provide your email address for our distribution lists.

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# CleanBC Income Qualified Program

## Program Overview

- The CleanBC Better Homes Income Qualified Program (IQP) 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.

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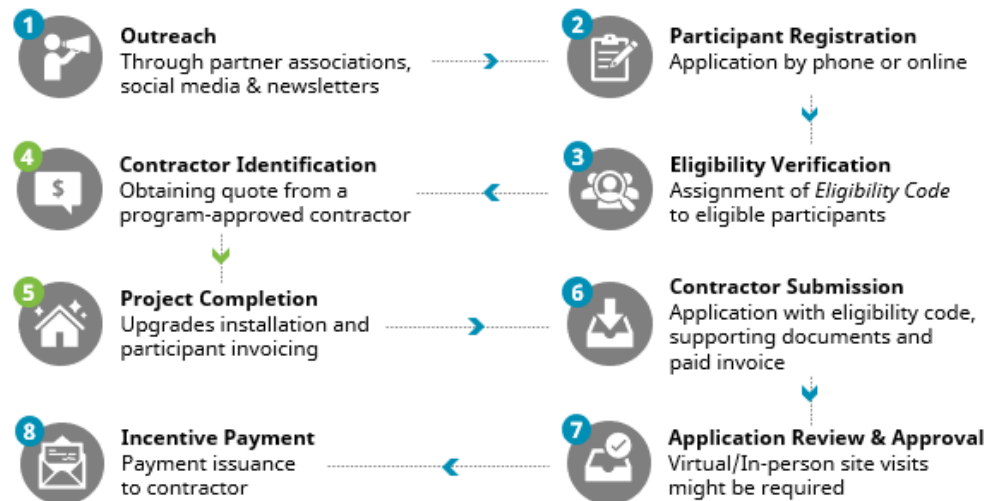


# CleanBC Income Qualified Program

## 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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# Income Qualified Program Rebate Details

- Only Tier 2 Windows and Doors are eligible for the IQP program
- The same upgrade requirements must be met as our general program.
  - The windows/doors must be replacing existing windows and/or doors in the building envelope.
  - Windows and Doors must be listed with one of the required certification bodies.
  - A photo of a least one label showing the necessary details is required

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# CleanBC Income Qualified Program

Windows and Doors Eligibility Measures and Rebates			
Upgrade Category	Upgrade Type	October 1, 2022 Program Updates	Rebate Value
<b>Building Envelope Windows and Doors</b>	Tier 2 Windows and Doors	<ul style="list-style-type: none"> <li>U-factor 1.22 W/m<sup>2</sup>·K and lower</li> </ul>	\$950 per Window or Door (Max \$9,500)
- Window and Door rebates are not available in the City of Vancouver due to their recent Building By-law requirement.			

- 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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# Fenestration 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> Better Homes and Home Renovation Rebate	No	No	Yes, with GH only	Yes	No
CleanBC Income Qualified	Yes	No	Yes, with GH only	Yes	Yes
<b>Federal rebate program:</b> Greener Homes Grant	Yes	Yes	Yes	Yes	No

# Helping your customers

1. Understand the rebates available and program requirements
2. **Become a member of the Home Performance Contractor Network**
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

- 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 info and to apply.

Contact: **Greg Bloom**

- 778-255-2674
- [greg@homeperformance.ca](mailto:greg@homeperformance.ca)



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# Contractor Directory

- Homeowners can find contractors at [www.betterhomesbc.ca/find-a-contractor/](http://www.betterhomesbc.ca/find-a-contractor/)



Rebate Search Tool

About Us

Contact Us



Working with a registered contractor means you are working with someone that is trained in industry best practices and is subject to ongoing quality assurance evaluations.

### Area(s) Served: Vancouver

Company Name	Location	Email & Phone	Business Type	Programs Served
Vetro Installs Ltd	New Westminister	<a href="mailto:vetroinstalls@shaw.ca">vetroinstalls@shaw.ca</a> 778-883-5209	Windows and Doors	CleanBC Better Homes and Home Renovation Rebate, CleanBC Income Qualified
A-1 Windows Mfg. Ltd.	Burnaby	<a href="mailto:info@a1windows.ca">info@a1windows.ca</a> 604-777-8000	Windows and Doors	CleanBC Better Homes and Home Renovation Rebate, CleanBC Income Qualified
Centra Windows	Langley	<a href="mailto:info@centra.ca">info@centra.ca</a> 604-882-5010	Windows and Doors	CleanBC Better Homes and Home Renovation Rebate, CleanBC Income Qualified

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# Helping your customers

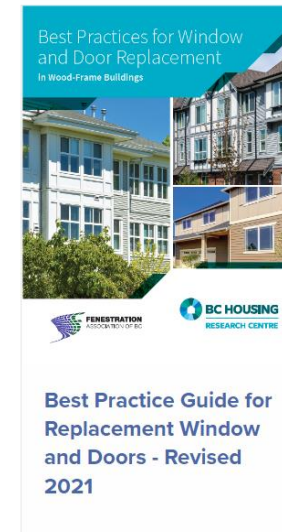
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# Installation Best Practice

- Home Performance Contractor Network requirement that windows and doors are being installed following the best practice guide – developed in partnership by industry experts
- It can be found on the HPCN contractor training portal



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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**
- Process applications 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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 **BC Hydro**  
Power smart

 **FORTIS BC**  
Energy at work

**cleanBC**  
BETTER HOMES

# Invoice Requirements

- Contractor's company name & address
- Contractor's contact information
- Invoice number & contractor GST number
- Invoice date
- Participant name & address
- Description of work, number of windows & doors installed
- Cost (including labour)
- Proof of payment or payment plan (e.g. PAID stamp)

**WINDOWS & DOORS**

CleanBC Better Homes and Home Renovation Rebate Programs  
Invoice Requirements

Your window and door invoice needs to have all the information identified below in order to meet the program documentation requirements.

**SAMPLE INVOICE**

The Window & Door Company  
123 Main Street Vancouver, BC V5M 4L8  
1 (866) 815-2725  
hello@wds.com

PO#: 112100  
GST 123456789RT 0001

INSTALLATION ADDRESS: Mr. Joe Stevens, 4353 Ontario Street, Vancouver, BC V5M 4L8

INVOICE DATE: 02/01/20  
PLEASE PAY: \$11,130.00  
DUE DATE: 02/01/20

DESCRIPTION	QTY	RATE	SUBTOTAL
<b>Supply and replace 13 windows:</b> Window Manufacturer: Super Efficient Glass Ltd. Window Model: SED-2020 Series Certified By: RCBI (Recognized Certifying Body) Reference Number: NR0000-0000001-ES Window Specs: triple glazed, argon fill, insulated spacer, U-Factor 1.2 W/m <sup>2</sup> -K Energy performance labels for each window provided to homeowner.	13	\$730.00	\$9,490.00
<b>Supply and replace 2 exterior doors:</b> Door Manufacturer: Super Door Company Door Model: 16 Lite Series Certified By: RCBI (Recognized Certifying Body) Reference Number: NR0000-0000001-ES Door Specs: U-Factor 1.2 W/m <sup>2</sup> -K Energy performance labels for each window provided to homeowner.	2	\$1,200.00	\$2,400.00
SUBTOTAL			\$11,890.00
GST (5%)			\$594.50
TOTAL			\$12,484.50

PAID

- 1 Contractor's company name & address
- 2 Contractor's contact information
- 3 Invoice number & contractor GST number
- 4 Invoice date
- 5 Participant name & address
- 6 Description of work, number of windows & doors installed
- 7 Certification of each window and door including:
  - A Make & model numbers for all windows and doors
  - OR  
NRCan reference numbers or Certified Products Directory (CPD) number provided by one of the following certifying bodies:
    - Canadian Standards Association (CSA);
    - Intertek Canada (Intertek);
    - Labtest Certification (LC);
    - QAI Laboratories (QAI); or
    - National Fenestration Ratings Council (NFRC)
- 8 Metric U-Factor rating (W/m<sup>2</sup>-K) of each window and door
- 9 Cost (including labour)
- 9 Proof of payment or payment plan (e.g. PAID stamp)

This document was developed to explain program invoice requirements. It is not an official rebate program document. All pricing and energy efficiency upgrade information is provided for example purposes only and does not represent a typical price or a recommended product. We accept no liability for any incomplete, inaccurate, or out of date information displayed.

For a complete list of current rebate amounts, product eligibility, documentation requirements, and terms and conditions, visit [bchydro.com/homerebates](http://bchydro.com/homerebates), [fortisbc.com/homerebates](http://fortisbc.com/homerebates), and [betterhomesbc.ca](http://betterhomesbc.ca).

Document updated January 2020.



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# Invoice Requirements

- Certification of each window and door including:
  - Make & model numbers for all windows and doors
  - Or NRCan reference numbers or Certified Products Directory (CPD) number provided by one of the required certified reference body
  - And Metric U-Factor rating (W/m2-K) of each window and door

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DESCRIPTION	QTY	UNIT PRICE	RATE	SUBTOTAL
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<b>Supply and replace 2 exterior doors:</b> Door Manufacturer: Super Door Company Door Model: 10 Lite Series Certified By: RCBI (Recognized Certifying Body) Reference Number: NR0000-0000001-ES Door Specs: U-Factor 1.2 W/m <sup>2</sup> -K Energy performance labels for each window provided to homeowner.	2	\$1,200.00		\$2,400.00
SUBTOTAL				\$11,890.00
GST (5%)				\$594.50
<b>TOTAL</b>				<b>\$12,484.50</b>

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Document updated January 2020.



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# Program Support

## Customers

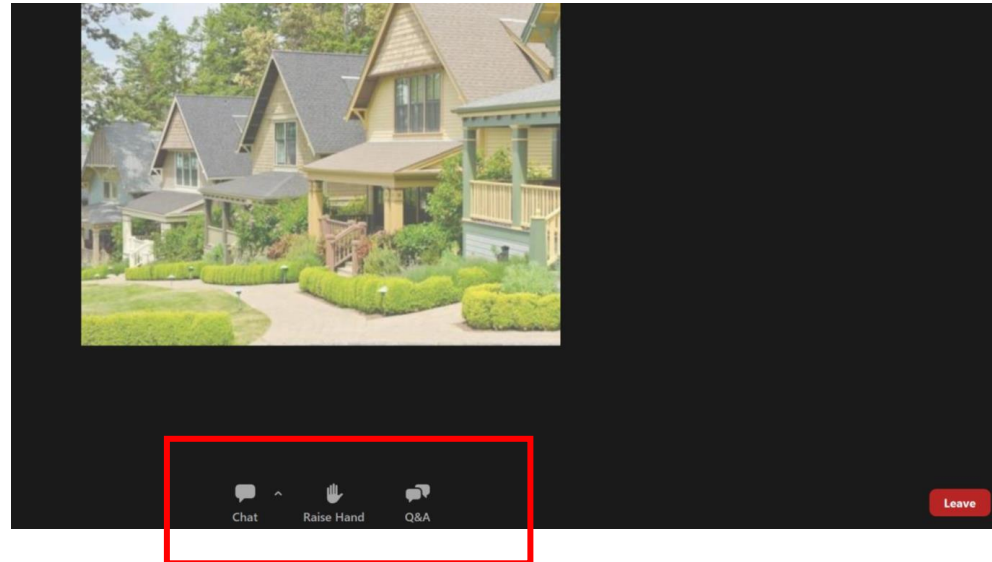
- Direct customers to contact a Better Homes Energy Coach, available M-F, 9am to 5pm
  - Hotline: 1-844-881-9790
  - Email: [ask@betterhomesbc.ca](mailto:ask@betterhomesbc.ca)

## Contractors

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



# 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

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@buildexshows  
www.buildexvancouver.com



HPSC