

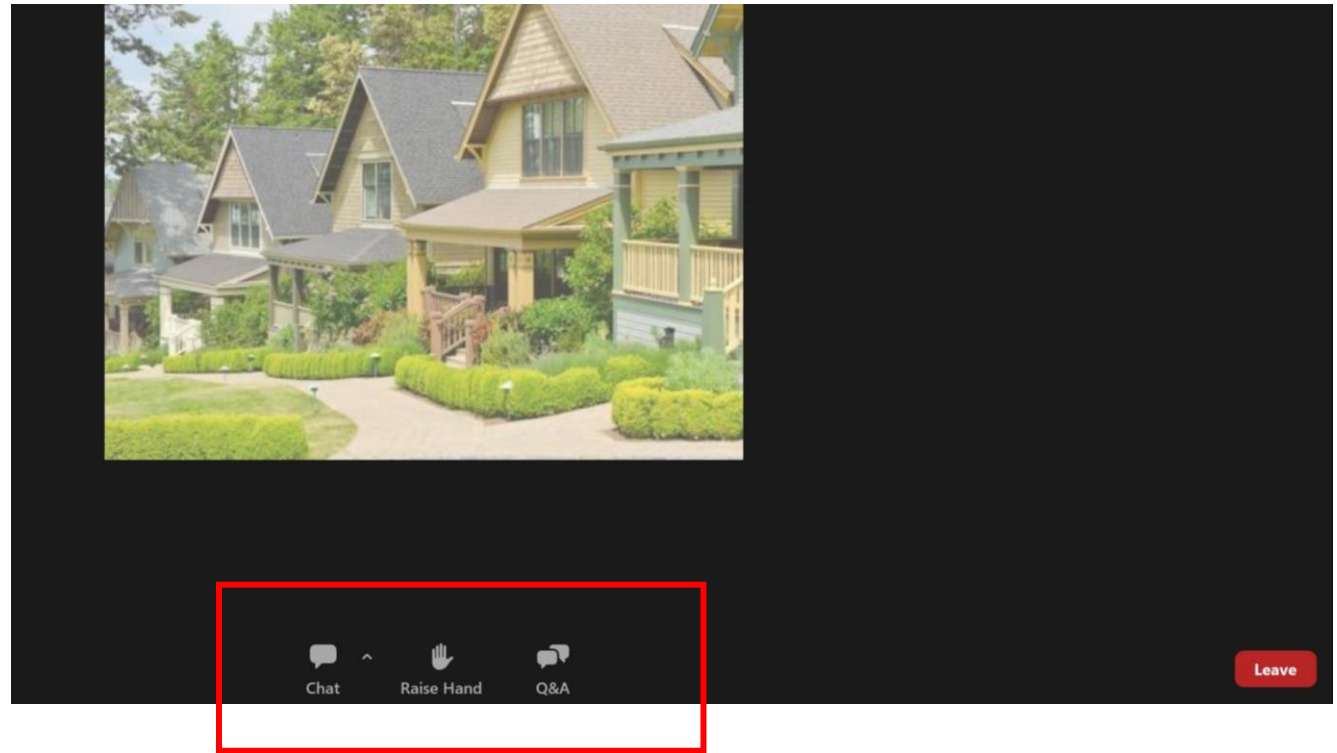


Rebate Program Refresher and Update – Windows & Doors

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
 - 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"> • Windows & doors • Heat pumps • Insulation
	CleanBC Better Homes	<ul style="list-style-type: none"> • Heat pumps • Insulation
	Home Renovation Rebate Program	<ul style="list-style-type: none"> • Heat pumps • Insulation
	Home Renovation Rebate Program <i>and</i> FortisBC Income Qualified Rebate Program	<ul style="list-style-type: none"> • Heat pumps • Insulation
	Home Heating System Tune Up and Smart Thermostat Program	<ul style="list-style-type: none"> • Furnace or boiler tune-ups • Smart thermostat installations

Rebate Program Refresher and Update

Rebate Program Training for Windows & Doors

June 2023

Agenda

1. Introductions

1. Helping your customers with rebates

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

2. Questions

Introductions

Government of BC

- Grant Moonie

BC Hydro

- Kirsty Pappas
- Anthony Ceh
- Luis Damy

FortisBC

- Erica Gugay
- Tammy Grant

Helping your customers

1. **Understand the rebates available and program requirements**
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Window & Door 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

The graphic features a woman sitting on a couch, holding a smartphone and a mug, with a large green arrow pointing upwards. Below the main image are three smaller images illustrating energy efficiency retrofits, career opportunities, and resource discovery.



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, 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

General Eligibility Requirements

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

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)

General Eligibility Requirements

- Doors must be listed with one of the certifications bodies listed previously **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.

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
Building Envelope Windows and Doors	Windows and Doors	U-factor 1.22 W/m ² ·K and lower	\$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/>

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

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

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 for more details.

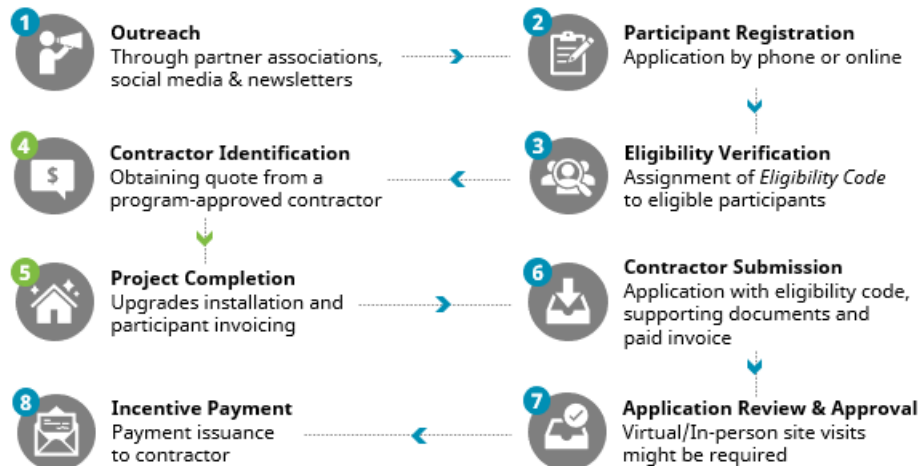


CleanBC Income Qualified Program

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

CleanBC Income Qualified Program Rebate Details

- Windows and Doors with a U-factor $1.22 \text{ W/m}^2\cdot\text{K}$ and lower
- 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

CleanBC Income Qualified Program

Windows and Doors Eligibility Measures and Rebates

Upgrade Category	Upgrade Type	October 1, 2022 Program Updates	Rebate Value
Building Envelope Windows and Doors	Tier 2 Windows and Doors	U-factor 1.22 W/m ² ·K and lower	\$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

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
Provincial rebate programs: 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
Federal rebate program: 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

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 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

- Homeowners can find contractors at www.betterhomesbc.ca/find-a-contractor/ or www.bchydro.com/hpcn



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 Westminster	vetroinstalls@shaw.ca 778-883-5209	Windows and Doors	CleanBC Better Homes and Home Renovation Rebate, CleanBC Income Qualified
A-1 Windows Mfg. Ltd.	Burnaby	info@a1windows.ca 604-777-8000	Windows and Doors	CleanBC Better Homes and Home Renovation Rebate, CleanBC Income Qualified
Centra Windows	Langley	info@centra.ca 604-882-5010	Windows and Doors	CleanBC Better Homes and Home Renovation Rebate, CleanBC Income Qualified

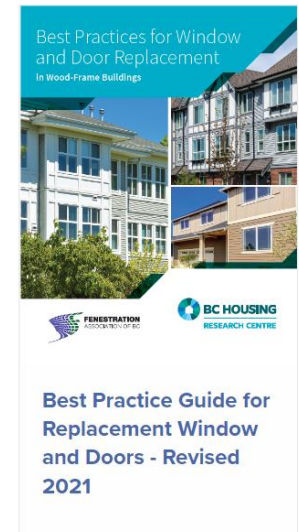


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Installation Best Practice

- 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 or at fortisbc.com
- 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 →](#)

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 V2M 4L8
1 (866) 815-2726
hello@wds.com

PO#: 112100
GST 123456789RT 0001

Mr. Joe Stevens
4353 Ontario Street
Vancouver, BC
V2M 4L8

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

DESCRIPTION	QTY	RATE	SUBTOTAL
Supply and replace 13 windows: Window Manufacturer: Super Efficient Glass Ltd. Window Model: SE2-2020 Series Certified By: RCB (Recognized Certifying Body) Reference Number: NR0000-0000001-ES Window Specs: triple glazed, argon fill, insulated spacer, U-Factor 1.2 W/m ² -K Energy performance labels for each window provided to homeowner.	13	\$730.00	\$9,490.00
Supply and replace 2 exterior doors: Door Manufacturer: Super Door Company Door Model: 10 Lite Series Certified By: RCB (Recognized Certifying Body) Reference Number: NR0000-0000001-ES Door Specs: U-Factor 1.2 W/m ² -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)
 - B Metric U-Factor rating (W/m²-K) of each window and door
- 8 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, fortisbc.com/homerebates, and betterhomesbc.ca.

Document updated January 2020.



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 - 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
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CleanBC Better Homes and Home Renovation Rebate Programs
Invoice Requirements

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SAMPLE INVOICE

The Window & Door Company
123 Main Street Vancouver, BC V5M 4L8
1 (866) 819-2728
hello@wds.com

PO#: 112100
GST 123456789RT 0001

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

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

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Document updated January 2020.



Program Support

Customers

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

Contractor Support

BC Hydro	CleanBC	FortisBC
Home Renovation Rebate alliance@bchydro.com	Better Homes betterhomes@gov.bc.ca	Home Renovation Rebate qualityinstalls@fortisbc.com
www.bchydro.com/contractors	www.betterhomesbc.ca/	www.fortisbc.com/homerebates

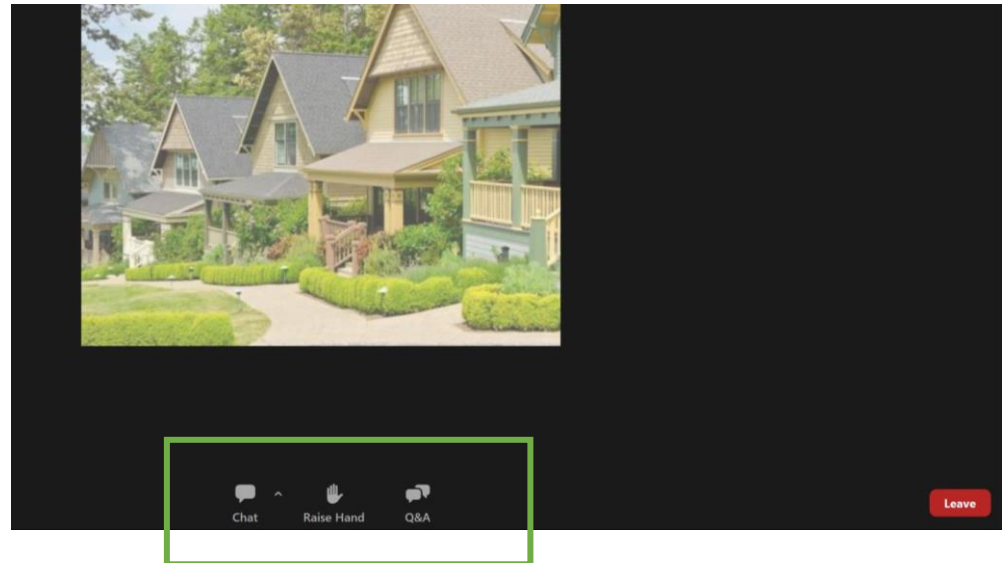


Questions about the HPCN:
HomePerformance.ca
info@homeperformance.ca
604-755-3469



Questions and Answers

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



Thank you

