

What is the change?

Windows and doors rebates will no longer be available in the Energy Savings Program.

What is the effective date of this change?

This change is effective beginning July 6, 2026.

Is there a grace period?

Yes, a grace period has been developed for participants with existing eligibility codes who complete the installations between **July 6 - 31, 2026**. Upgrades must be installed and invoiced within the grace period to qualify for this exception and must also meet the specific requirements outlined below.

To qualify for a grace period exception, contractors must submit a quote **on or before July 5, 2026**, to ESPcontractorsupport@clearesult.com with the subject line – **CleanBC – [eligibility code] – [measure]**, and quote including the following information:

- Eligibility Code
- Complete scope of upgrade work
- Total cost
- Rebate amount
- Participant signature
- Proof of deposit paid
- Scheduled installation date

Quotes submitted after this date are NOT eligible for the grace period exception.

What if we submitted a Fenestration Pre-Approval quote and it was accepted, do I need to resubmit my quote for the grace period exception?

Yes, the quote received for a Fenestration Pre-Approval prior to this change will not provide access to the grace period exception. To qualify for a grace period exception, contractors must submit a new quote **on or before July 5, 2026**, to ESPcontractorsupport@clearesult.com including the required following information:

- Eligibility Code
- Complete scope of upgrade work
- Total cost
- Rebate amount
- Participant signature
- Proof of deposit paid
- Scheduled installation date

How will these changes affect previously submitted rebate applications?

Upgrades completed, with invoices dated on or before July 5, 2026, will be reviewed based on the previous rebate structure.

Why have these changes been made?

The Energy Savings Program is implementing targeted updates to rebate levels and available offers to ensure the program remains sustainable and continues to deliver value to households across British Columbia. As part of ongoing program management, income levels have been updated, some rebate amounts have been reduced, and a limited number of offers have been discontinued.

Customer Communication

How do I explain these changes to my clients?

The Energy Savings Program is implementing targeted updates to rebate levels and available offers to ensure the program remains sustainable and continues to deliver value to households across British Columbia. As part of ongoing program management, income levels have been updated, some rebate amounts have been reduced, and a limited number of offers have been discontinued. Administrators have elected to make changes to the program's rebates to ensure more homeowners can take advantage of the program.

Customers who cannot access the grace period exception for windows/doors can access rebates through the [Better Homes and Home Renovation Rebate Program](#).

What if my customer was approved for windows/doors and insulation on their application, and this is reflected in their Opportunities Report. Are they still eligible to receive the rebate for these measures?

Upgrades completed with an invoice dated on or before July 5, 2026, remain eligible under the previous rebate eligibility requirements and terms and conditions. Upgrades completed on or after **July 6, 2026**, will need to meet the new program eligibility requirements.

There is a grace period for planned upgrades where the quote is submitted on or before July 5, 2026, and the upgrade is completed between July 6 - 31, 2026. If these conditions are met, please ask your contractor to initiate the grace period exception process and complete all required steps.

If my customers are not eligible to receive a rebate due to the discontinued windows/doors offers, what rebates are available?

Customers who cannot access the grace period exception for windows/doors, can access rebates through the [Better Homes and Home Renovation Rebate Program](#).

Do the windows/doors have to be installed by the date on the invoice?

Yes, any applications found to be submitted without the upgrade being installed will be cancelled.

CleanBC Better Homes Energy Savings Program Fenestration Changes FAQs



Registered Contractors Terms & Conditions, Sec. 8.h. (Services under program): “Ensure that the installation of Upgrade(s) is complete and the Upgrade(s) are operational prior to making a Program rebate application;”

I made sales based on the previous rebate levels. Is the job I have already quoted still eligible under the previous rebate levels?

In some cases, yes. Upgrades completed, with invoices dated on or before July 5th, 2026, will be reviewed based on the previous rebate structure. Upgrades completed after July 6, 2026, must meet the updated program requirements. Please refer to grace period process for installations completed between July 6- July 31, 2026.

What if my customer only recently applied and has not received an eligibility code or opportunity report yet?

If participants don't receive an eligibility code or opportunity report by July 5, 2026, they will receive these details after the program changes go into effect on July 6, 2026. Those applications will be processed using the new eligibility requirements and rebates available on or after July 6, 2026.