

Heat Pump Group Purchase Rebate Summary & FAQs

The Heat Pump Group Purchase Rebate (GPR) is an additional rebate offer that rewards groups of homeowners working together to reduce greenhouse gas emissions by switching from an oil, natural gas, or propane heating system to an air source heat pump. Participants are encouraged to spread the word about their heat pump purchase group, as the larger each group becomes, the larger the rebate will be. The Group Purchase Rebate ranges from \$200 per home, for a group of 2 homes up to a maximum of \$500 for a group of 20 to 30 homes. The Group Purchase Rebate is additional to the individual air-source heat pump rebate of up to \$3,000 available from CleanBC and any local government top-ups that may be available. To learn more about the Group Purchase Rebate Program, visit www.betterhomesbc.ca/rebates/GPR.

Heat Pump Group Purchase Program – Key Notes

- **The GPR is additional** to the individual air-source heat pump rebate of up to \$3,000 available from CleanBC and any local government top-ups that may be available.
 - **The GPR Rebate is based on the size of the group.** An application for a heat pump must be successful to get the GPR Rebate.
- | Size of Group | Each Participant Receives |
|---------------|---------------------------|
| 2-4 Homes | \$200 |
| 5-9 Homes | \$275 |
| 10-14 Homes | \$350 |
| 15-19 Homes | \$425 |
| 20-30 Homes | \$500 |
- **Participants must be converting from oil, natural gas, or propane** to a qualifying heat pump. Electrically heated homes are not eligible.
 - **All GPR participants must register**, regardless of joining an existing group or starting a new group to be assessed for the rebate; no registration means no GPR code or rebate.
 - **To register, visit www.betterhomesbc.ca/gpr-register.**
 - **The Registration Form includes basic pre-screening** such as ensuring only eligible home types register and optional heat pump information to confirm system eligibility. Providing heat pump information is heavily encouraged.
 - **After GPR registration, participants will receive a Registration confirmation**, a set of instructions to follow and an offer of GPR program support.
- **GPR eligibility and GPR Code eligibility:**
 - **Participant must fulfill all HRR program requirements**, including home and upgrade eligibility requirements. The installed Heat Pump must be found on the Qualifying Product List at <https://app.bchydro.com/hero/HeatPumpLookup>.
 - **Limit of 1 active code at a time** per registered participant. If the code expires (based on 90-day timeline), then the participant can join or start a new group.
 - **Limit of 1 code to be used** in the heat pump application, **cannot be changed** after application is submitted.
 - **90 Days validity period** begins when a group is formed. All subsequent members of the group are subject to the same group deadline. For this reason, we recommend that participants register after engaging a contractor.
 - **Participants must complete the online application** at <https://app.bchydro.com/hero> using an valid GPR code (registered, code is not expired).
 - **Successful GPR Applicants will receive two separate rebate payments** (GPR Rebate is processed separately):
 - The individual heat pump rebate
 - A GPR Rebate cheque and letter

Heat Pump Group Purchase Program – Key Contacts

Assistance Type	Contact	Email	Phone
<ul style="list-style-type: none"> • General questions about GPR program requirements 	CleanBC Better Homes Energy Coach	ask@betterhomesbc.ca	1-844-881-9790 (speak to an Energy Coach)
<ul style="list-style-type: none"> • Requesting GPR promotional materials to distribute to clients • Participants requesting additional promotional materials to grow their group 	Community Energy Coach (CEC)	cec@betterhomesbc.ca	1-844-881-9790 (request the CEC)
<ul style="list-style-type: none"> • Participant inquiring about a current GPR Registration • Questions about the administration of the program 	Group Purchase Rebate Program Admin	gpradmin@betterhomesbc.ca	1-844-881-9790 (request the GPR Admin)

Clarifications and Frequently Asked Questions

- 1. What is the purpose of the Heat Pump Group Purchase Rebate Program?**
 - a. To drive awareness and participation in CleanBC Heat Pump rebate.
 - b. To encourage, and provide resources to support, homeowners installing heat pumps to 'tell friends and colleagues' about the heat pump incentives, the Group Heat Pump Purchase Rebate.
- 2. Is the GPR Program Limited? Does funding run out at some point?**
 - a. The Group Purchase Rebate will be in operation from January 29, 2020 until funding is exhausted, or until January 01, 2022, whichever comes first.
- 3. What is the role of the Heat Pump Group Purchase Rebate admin?**
 - a. To provide readily available guidance and on-going support for GPR participants.
- 4. Who is providing the GPR Code?**
 - a. The GPR Codes provided through the Heat Pump Group Purchase Rebate Admin only
 - b. There is only 1 way of obtaining a new/unique code: starting a new GPR group.
 - c. Once a group has been started, other participants can join that group.
- 5. Who registers for the rebate?**
 - a. Every single participant **must** register whether they are starting a new group or joining an existing group.
 - b. This ensures that every participant signs off on the Terms and Conditions, receives the Registration Confirmation email, and has made contact with the Group Purchase Rebate administration at the Community Energy Coach.
- 6. Who is obtaining the GPR Code?**
 - a. Homeowners who wish to install a heat pump and access an additional rebate.
- 7. How are they sharing or obtaining a GPR Code?**
 - a. The GPR code will be spread through social media, community events and gatherings, neighbor conversations, facebook groups, etc – similar to how a coupon code is transmitted across the internet
- 8. How long is the GPR Code good for?**
 - a. 90 days from the date of issue. The date of issue is the date the unique code was requested when starting a new group.
- 9. At what point can a participant obtain a GPR Code?**
 - a. The ideal time a participant obtains a GPR code is when they are soon to install a heat pump.
 - b. To access the GPR Rebate, the Heat Pump invoice must be after the launch of the program (January 29 2020) and before the 6-month deadline set out by the Home Renovation Rebate Program.
- 10. Does the same contractor need to install heat pumps for every member of a group?**
 - a. As long as each heat pump installed within the same GPR code group is installed by a licensed contractor with a valid BC business license, the installations can be complete by any contractor. It is not required that one contractor complete all the heat pumps in one group, as these codes are available to heat pump groups and group members across the province.
- 11. How many codes can a participant have?**
 - a. A participant can only have 1 active GPR Code at a time and the code **must** be expired before they join a different group or start a new group.
 - b. The participant can choose to time out their GPR code in order to switch groups but they run the risk of exceeding the 6-month deadlines for their heat pump rebate and would risk losing all of the applicable heat pump rebates.
- 12. What support does a participant have outside of directly contacting the Group Purchase Admin?**
 - a. Registration Form that includes some basic pre-screening such as ensuring only eligible home types register and optional heat pump information to confirm system eligibility.
 - b. Registration Confirmation email containing a participation guide, graphic support for communications, FAQs, participation requirement reminders, etc.
 - c. A rebate page on the Better Homes website.
 - d. Energy Coaches trained to answer general GPR questions.
 - e. Emails from the GPR admin regarding reminders of GPR Code expiry dates and notices when a GPR Code has expired.
- 13. How does a participant know what the size of their group is?**
 - a. The group size will be communicated in the Registration Confirmation along with reminders and clarifications regarding how the rebate is calculated and a suggestion to call the Group Purchase Rebate staff for assistance the participant has questions regarding the size of the group they've registered with.
 - b. When a group hits 30 confirmed registrations, an email is sent to all members of the group indicating the group has potentially grown to its maximum size (and thus the maximum rebate).
 - c. If a participant submits a registration with a GPR Code that already has 30 participants in that group, the registration will be rejected and instructions to either find a new group or start a new group will be provided to the participant.
 - d. This Maximum Group Size email will also include instructions for applying, a reminder on the expiry date of that GPR code, and invite to call for any further assistance needed.
- 14. What if a participant is deemed ineligible for a heat pump?**
 - a. The ineligible heat pump would not be counted towards the group size in determining the rebate amount.
- 15. Are homeowners in a MURB able to all upgrade their heat pumps together and get the GPR with a shared code?**
 - a. The Group Purchase Rebate Program requires participating homes be eligible home types under the [Terms and Conditions of the CleanBC Better Homes and Home Renovation Rebate Program](#). The following types of premises are **not eligible** for the Program:
 - i. Multi-unit residential buildings such as condominiums, high-rises and apartment buildings;
 - ii. Stacked townhomes;
 - iii. Vacation homes or premises that are not year-round primary residences;
 - iv. Garages, workshops, and outbuildings; and
 - v. Upgrades installed in a newly constructed building or a new addition to an existing building.
- 16. Who does a participant go to for clarification or support?**
 - a. GPR Admin for support and participant management at gpradmin@betterhomesbc.ca
- 17. Can a participant submit more than 1 GPR Code with their rebate application?**
 - a. No. The GPR code a participant submits is the only one that is linked to their application.
- 18. Will a participant be able to change their GPR Code after applying?**
 - a. No. The participant will not be able to change their GPR after applying.
- 19. How is the GPR Rebate Calculated?**
 - a. Fuel-Switch Heat Pump Applications and GPR Applications are submitted.
 - b. Regular fuel-switch heat pump rebate is processed and paid out (first payment); GPR Applications are held until the GPR Code is expired.
 - c. Once a specific GPR Code is expired, the number of successful applicants belonging to that same GPR Group is tallied.
 - d. Based on that final group size, the rebate is paid out as a separate cheque mailed to the applicant (second payment).
 - e. The parcel will include the cheque and letter explaining the final rebate value.
- 20. How does a participant submit their GPR Code?**
 - a. It must be included in the "Promotional Code" field of the online application form. No GPR Code = No GPR Rebate.
 - b. Those who do forget will need to email the homerebates@bchydro.com email with their application number to correct the mistake.
 - c. Entering correct, accurate, and complete application information is the homeowner's responsibility.

