

**Indigenous Community Heat Pump Incentive Program: Terms and Conditions**

1. The Indigenous Community Heat Pump Incentive Program (the "Program") is administered by the Province of British Columbia as represented by the Minister of Energy, Mines and Petroleum Resources (the "Province"), City Green Solutions, and British Columbia Hydro and Power Authority ("BC Hydro," together with the Province and City Green Solutions the "Program Partners"). Eligible participants who make certain energy-efficiency upgrades ("Upgrades") in accordance with these terms and conditions (the "Program Terms") may be eligible to receive a rebate under the Program. The Program will be in operation from program launch (January 29, 2020) until funding is exhausted, or until March 31, 2022, whichever comes first.

**Indigenous Community Heat Pump Incentive**

2. Indigenous communities who participate in the Program ("Participants") will be eligible to apply for incentives for air source heat pumps if the Participant meets all eligibility and other requirements set out in these terms and conditions.
3. With the exception of the CleanBC Group Purchase Rebate and CleanBC Better Homes and Home Renovation Rebate Program air source heat pump rebates, Indigenous Community Heat Pump Incentive Program can be combined with other funding and/or incentives to cover up to 100 percent of eligible expenses for replacing fossil fuel heating systems with qualifying air source heat pumps.

**Community Eligibility**

4. The Indigenous Community Heat Pump Incentive Program is available to Indigenous communities in British Columbia with homes and buildings heated by fossil fuels (e.g., diesel, oil, propane, or natural gas) or wood/other solid fuels, that are served primarily by renewable electricity (either grid-tied electricity from BC Hydro or FortisBC or off-grid, self-generated renewable electricity), and that are ready to switch to electric air source heat pumps.
5. Eligible Communities include Indigenous communities falling into one of the following categories:
  - a. A First Nation "band" as defined by the *Indian Act* (Canada);
  - b. A First Nation governing body, representing exclusively one or more First Nations;
  - c. Treaty First Nation governments and Nisga'a Government.
6. Remote communities that are served by diesel-generated electricity may be eligible for heat pump incentives, subject to an assessment of their energy system capacity. Please contact the Program at [ICEC@betterhomesbc.ca](mailto:ICEC@betterhomesbc.ca) to discuss eligibility.
  - a. In these communities, the Program will only support efficiency projects (e.g., switching from baseboard or electric furnace to heat pump).

**Project Eligibility**

7. Proposed projects must be located in British Columbia.
8. Proposed homes ("Premises") must satisfy the CleanBC Better Homes and Home Renovation Rebate [Program Requirements](#) and [Additional Terms and Conditions](#), including that the Premises must be one of the following:
  - a. single family detached dwelling;
  - b. single family detached dwelling with a secondary suite that is individually metered;
  - c. mobile home that is permanently fixed, sits on a foundation, structurally complete with installed and connected plumbing, heating, electrical, water and sewer services with towing apparatus and axle has been removed; or
  - d. side-by-side or stacked duplex or side-by-side row home or townhouse, provided each unit has its own natural gas and/or electricity meter. Utility accounts in the name of a strata corporation are not eligible.
9. For heat pump projects in community buildings (e.g., a central heat pump system installation in an administration office), projects may require an energy feasibility study based on factors such as building size and system complexity.

- a. Eligible community buildings include administration offices, gymnasiums, recreation centres, and other community buildings.
  - b. Please contact the Indigenous Community Energy Coach at [ICEC@betterhomesbc.ca](mailto:ICEC@betterhomesbc.ca) to confirm energy feasibility study requirements and project and system eligibility.
10. Eligible heat pump expenses can include expenses up to the maximum amount as set out in the [Program Guide](#) for the following items:
    - a. Heat pump capital costs
    - b. Heat pump installation costs
    - c. Up to one year of heat pump maintenance costs
    - d. Oil tank removal costs
    - e. Gas system decommissioning costs
    - f. Electrical upgrade costs (e.g., electrical panel upgrades and associated wiring) required as part of heat pump installation
    - g. Ducting modification and/or cleaning costs required as part of heat pump installation
    - h. Additional air filtration systems added to heat pump systems
    - i. Associated feasibility, energy study, or mechanical design costs for community buildings.

**Required Forms, Documentation and Timelines**

11. A Participant must pre-register for the Program at [www.betterhomesbc.ca/indigenous-coach/](http://www.betterhomesbc.ca/indigenous-coach/).
12. A Participant must submit a Program application form completed in full for all rebate applications.
13. A Participant's pre-registration and rebate application must be successful to receive the Indigenous Community Heat Pump Incentive.
14. Completed application forms must be submitted to the CleanBC Indigenous Community Energy Coach Program at [ICEC@betterhomesbc.ca](mailto:ICEC@betterhomesbc.ca).
15. The Program application form, invoices and required supporting documentation must be submitted within six (6) months of the invoice date of the heat pump installation(s).
16. Refer to Appendix A of these terms and conditions for a full list of required supporting documentation.
17. Participants must retain copies of all supporting documentation required for rebate eligibility for at least three years from date of application.

**Heat Pump General Requirements**

18. The heat pump must be the primary heating system for the home or community building.
19. Eligible air source heat pumps include qualifying air source central heat pumps, mini-split heat pumps, multi-split heat pumps, combination space and water heat pumps, or air-to-water heat pumps as described by the Heat Pump System Requirements at the end of this document.
20. Ground source heat pumps are not eligible.
21. All residential heat pumps must satisfy the eligibility and other requirements set out in the CleanBC Better Homes and Home Renovation Rebate [Program Requirements](#) and [Additional Terms and Conditions](#).
22. For Community Building Heat Pump systems, please contact the Indigenous Community Energy Coach program at [ICEC@betterhomesbc.ca](mailto:ICEC@betterhomesbc.ca) to confirm project and system eligibility.
23. Wood stoves are acceptable back-up heating systems.
24. Heat pumps must be new and not previously installed in another home or building.
25. Heat pumps must be installed after the launch of the Program.

**Timing and Payment of Rebate**

26. Rebate payments will be issued in the form of a cheque to the Participant. If a cheque has not been cashed within six (6) months from the date of issue, the cheque will be considered null and void. Program Partners are under no obligation to re-issue a cheque or transfer returned as, or otherwise undeliverable or to replace a stale-dated cheque.
27. Processing of applications may take up to 90 days from the date that all required application documents are received, or longer if the application is selected for onsite verification. Program Partners are not responsible for lost, delayed, damaged, illegible or incomplete applications.

**Rebate Amounts**

28. Rebate amounts are available at [betterhomesbc.ca](http://betterhomesbc.ca).
29. Rebate amounts are subject to revision at the Program Partners' sole discretion and will be paid in accordance with the rebate amounts available on the purchase date of the heat pump(s) as indicated by the invoice date.
30. Notwithstanding anything in these terms and conditions, payment of rebates are subject to the availability of funds and may change at any time without notice.

**Measurement, Verification, and Evaluations**

31. The Program Partners reserve the right to perform onsite verifications to confirm the eligibility of any Upgrade, entitlement to rebates and bonuses, and to confirm any other relevant information related to Program eligibility. Participants agree to provide reasonable access to their premises for the purpose of Program verification for one year following the receipt of a rebate application. Site verification contractors will need access to every room in the applicable Premises, including without limitation, the attic and any crawlspaces; they will be required to document and take pictures of the Premises and/or installed equipment. Before issuing a rebate, the Program Partners are entitled to verify information provided on the Program application, by directly contacting any party associated with the Upgrade(s), or by any other reasonable means. Participants must respond and provide access to the Premises and any requested information within 30 days of receipt of an on-site verification notice or risk their application being declined and/or rebates and bonuses forfeited, at the sole discretion of the Partners. Participants must retain copies of all supporting documentation required for rebate eligibility for at least one year following the receipt of the rebate application, including but not limited to, all contractor agreements, invoices and product receipts.

**Access and Use of Personal Information and Protection of Privacy**

32. City Green Solutions and BC Hydro on behalf of the Ministry of Energy, Mines and Petroleum Resources (the "Ministry") collects, uses, and discloses personal information for the purposes of delivering and evaluating the Indigenous Community Energy Coach service in accordance with s.26(c)/26(e) of the BC Freedom of Information and Protection of Privacy Act (FOIPPA). If you have questions regarding your personal information, contact City Green's Privacy at [ask@betterhomesbc.ca](mailto:ask@betterhomesbc.ca), 1-844-881-9790 or #214-620 View Street, Victoria, BC.
33. You can choose to send City Green Solutions or the Ministry information about yourself, including your name, address, phone number, and other information about your home upgrades including your EnerGuide Rating System file number, so that City Green Solutions and the Ministry can provide the Indigenous Community Energy Coach service to you. That information can be provided through the Indigenous Community Energy Coach or your community representative(s). That information will be stored for a period of two years after your first inquiry with the Indigenous Community Energy Coach.
34. You will be contacted by City Green Solutions or the Ministry by phone, email, direct mail or similar method for the purposes of administering, evaluating and researching all elements of Indigenous Community Energy Coach anytime up to two years after your first inquiry with the Indigenous Community Energy Coach. You can opt out of receiving communications anytime by contacting City Green Solutions or the Ministry and requesting to be unsubscribed.

**General Terms and Conditions**

35. The Program Partners reserve the right to revise the Program Terms without notice, including revisions to rebate amounts and eligibility requirements.
36. Decisions of the Program Partners are final and binding and not subject to appeal. Partners may provide reasons for their decisions but are under no obligation to do so.
37. The Program Partners reserve the right, without incurring any liability, to reject applications to the Program that the Partners determine, in their sole discretion, are incomplete, inaccurate, or otherwise do not meet applicable Program requirements. A Program application will be considered incomplete

if it is missing supporting documents, information is incomplete or if the Partners request additional details.

38. If a Program application is received incomplete, the Program Partners may void the application, if the Participant fails to provide a fully completed application within ten business days after receiving a request to do so by the Partners.
39. Participants are responsible for meeting all Program requirements and ensuring equipment and products are installed and operated in accordance with all applicable laws, orders, ordinances, standards, codes and other rules, licenses and permits of all lawful authorities, and in accordance with manufacturer's specifications, requirements of Technical Safety BC and, if applicable, the gas authority having jurisdiction.
40. Participants must ensure appropriate products and installation techniques are used that do not compromise their Premises' structure, indoor air quality and safety.
41. Participants are solely responsible for choosing eligible products, licensed contractors, Energy Advisors and meeting all Program requirements.
42. The Program Partners do not endorse any specific product, retailer, Energy Advisor or contractor, and are not liable for the Participant's selection of materials or products, or the workmanship, operation, performance or warranty associated with any Upgrades or associated work performed, whether by a contractor, Energy Advisor, or otherwise, in relation to the Program.
43. The Partners make no representation or warranty, whether express or implied, in respect of any product, materials, services or measures associated with any Upgrades installed in relation to the Program, or with respect to the energy consumption figures or energy-efficiency recommendations included in any EnerGuide home evaluation. Actual energy consumption and costs depend on a host of factors beyond the control of NRCan and the Program Partners.
44. The Program Partners do not guarantee, and accept no liability, for the level of energy savings achieved by a Participant under this Program.
45. The Program Partners are not responsible in any circumstances whatsoever for the actions, omissions, recommendations or advice of any contractor or Energy Advisor engaged by a Participant in connection with the Program.
46. Participants hereby agree to indemnify and save harmless the Partners and their respective directors, officers, agents and employees from all liability, damages, claims, demands, expenses, and costs for claims, costs for injury or death of any person, damage to or destruction of property and all economic loss suffered by any person arising from or occurring by reason of the Program, receipt of a rebate(s) or actual or alleged preparation or installation or use of the Upgrade(s), including any actions or omissions by third-party consultants or contractors in the preparation or installation of the Upgrade(s).
47. The Program, including its Program Terms are governed by and interpreted in accordance with the laws of the Province of British Columbia.

**Heat Pump System Requirements****Air source heat pump – All system requirements**

49. Eligible systems are listed on a CleanBC Better Homes and Home Renovation Rebate Program Heat Pump Qualifying List:
  - a. [Central and Mini-Split Heat Pumps](#)
  - b. [Air-to-water Heat Pumps](#)
  - c. [Combi Space and Water Heat Pumps](#)
50. Emergency replacement of fossil fuel space heating systems are eligible. The heat pump must be sufficiently sized to operate and serve as the primary heating system for the home.
51. The heat pump must replace the existing fossil fuel (oil, gas, or propane) heating system and all such fossil fuel heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed or decommissioned in accordance with all applicable laws.
  - a. Remote communities that are served by diesel-generated electricity are exempt from this condition, as per term 6a.
52. Both the indoor and outdoor units must be new and not part of a previous installation.
53. Premises in Non-Integrated Areas of the electricity grid must contact [iccc@betterhomesbc.ca](mailto:iccc@betterhomesbc.ca) for pre-approval from the Province prior to installation.

## Indigenous Community Heat Pump Incentive Program: Terms and Conditions

54. Residents of Northern BC (BC Building Code Climate Zone 6, 7A, 7B or 8) with premises heated primarily by an oil furnace before the heat pump upgrade are exempt from the requirement to remove and decommission the oil furnace. They may still use the oil furnace as a back-up heating source.
55. The following exemptions apply to residents of Northern BC (BC Building Code Climate Zone 6, 7A, 7B or 8) with premises heated primarily by an oil furnace before the heat pump upgrade:
- The indoor and outdoor unit(s) of the heat pump must be listed on AHRI certification as a matched system that meets the Program's HSPF and SEER requirements. However, an AHRI certified reference number that references all components of the heat pump, including the outdoor unit, indoor unit(s), and air handler or furnace is not needed.
  - The requirement to remove and decommission the oil furnace does not apply. The oil furnace may still be used as a back-up heating source.
- Air source heat pump – Variable Speed Mini-Split (Single head installation)**
56. The indoor unit of the heat pump (head) must serve a main living area (Family room, living room or open-concept kitchen-living room) of the Premises.
57. In addition to the requirements outlined in sections 49-55, the system must meet all of the following requirements:
- Seasonal Energy Efficiency Ratio (SEER) of 16 or higher;
  - Heating Seasonal Performance Factor (HSPF Region IV) of 9.30 or higher;
  - Variable speed compressor (single speed and two stage compressors are not eligible); and
  - An AHRI certified reference number that references all components of the heat pump, including outdoor unit and indoor unit.
- Air source heat pump – Variable Speed Multi-Split (Multiple head installation)**
58. At least one indoor unit (head) must serve a main living area (Family room, living room, or open-concept kitchen-living room) of the Premises.
59. In addition to the requirements outlined in sections 49-55, The system must meet all of the following requirements:
- Seasonal Energy Efficiency Ratio (SEER) of 16 or higher;
  - Heating Seasonal Performance Factor (HSPF Region IV) of 9.30 or higher;
  - Variable speed compressor (single speed and two stage compressors are not eligible); and
  - An AHRI certified reference number that references the outdoor unit.
- Air source heat pump – Central System**
60. Notwithstanding the foregoing, a system created by retrofitting an existing natural gas or propane furnace is eligible if it meets the criteria in section 60.
61. In the case of a heat pump being integrated into a combination natural gas or propane furnace/electric heat pump, all such natural gas or propane heating equipment (piping, appliance, fuel containers, vents and associated infrastructure) must be modified in accordance with all applicable laws. Combination natural gas or propane furnace/electric heat pump systems are only eligible provided:
62. A heat load calculation is completed to properly size the system. Rule-of thumb equipment sizing will not be accepted. Supplemental heating from other electric or non-fossil fuel heating systems may be taken into account in the heat load calculation. Supplemental heating from fossil fuel heating systems (e.g. gas fireplace) cannot be taken into account in the heat load calculation. The load calculation must be performed using Program approved methodology. Approved methodology can be found at [betterhomesbc.ca](http://betterhomesbc.ca).
63. The thermostat, outdoor temperature switch-over control or equipment control board is set at or below the following region-specific temperatures for the duration of the product lifetime:
- Lower Mainland and Vancouver Island regions: 5°C
  - Southern Interior and Northern BC: 2°C
64. The heat pump must be sized to ensure that it has the capacity to meet the Premises' heat demand at or below the region-specific outdoor set-point (i.e. the application balance point must be lower than the region specific outdoor thermostat set-point); and
65. An AHRI certified reference number that references the outdoor unit and the indoor unit(s) of the heat pump of the purchased system. The AHRI certified reference number for dual fuel systems must show either the outdoor unit and indoor unit only, or the outdoor unit, indoor unit and air handler or furnace model number.
66. In addition to the requirements outlined in sections 49-55 and 60-65, The system must meet all of the following requirements:
- Seasonal Energy Efficiency Ratio (SEER) of 16 or higher;
  - Heating Seasonal Performance Factor (HSPF) of 9.30 or higher;
  - Variable speed compressor for systems where all fossil fuel heating equipment has been removed (single speed and two stage compressors are not eligible); a variable speed compressor is not required for combination natural gas or propane/electric heat pump systems; and
  - Products with a maximum static pressure of less than 0.6" WC are considered mini-split or multi-split systems.
- Air source heat pump – Convert from Wood**
67. The home must be primarily heated by a wood or solid fuel heating system (wood or pellet stove, insert or furnace). A primary heating system must have the capacity to heat a minimum of 50% of the home for the entire heating season to 21°C.
68. The new heat pump must:
- be sized to function as the primary heating system of the home.
  - serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
  - have an AHRI certified reference number that references all components of the heat pump.
  - be listed as a qualifying system on the Qualified Heat Pump Product List.
  - be installed in accordance with the Heat Pump Best Practices Installation Guide for Existing Homes.
69. The existing wood or solid-fuel heating system may be retained in safe and working order or removed in accordance with all applicable laws.
70. Replacing an existing heat pump or adding a head to an existing heat pump are not eligible.
71. Emergency replacement of a wood or solid fuel space heating system is not eligible.
72. Products with a maximum static pressure of less than 0.6" Water Column (WC) are considered mini-split or multi-split systems.
73. All upgrades must be installed by a contractor with a GST number and a valid B.C. business license for the trade related to the upgrade being installed (e.g. Contractor – Electrical, Contractor – Heating, Inter-municipal trades and construction business license).
- Air-to-water heat pump**
74. Eligible systems are listed on the Air-to-Water Heat Pump Qualifying List.
75. Only Premises with space and/or water heating primarily heated by fossil fuel (oil, gas or propane) before Upgrade are eligible.
- Premises in Non-Integrated Areas of the electricity grid must contact [icec@betterhomesbc.ca](mailto:icec@betterhomesbc.ca) pre-approval from the Province prior to installation.
76. The air-to-water heat pump must serve a main living area (Family room, living room or open-concept kitchen-living room) of the Premises, and must be sufficiently sized to operate and serve as the primary heating system for the home.
77. All fossil fuel heating equipment must be removed or decommissioned.
- The primary back-up system must not be natural gas, oil or propane. Premises with a combined space and domestic hot water boiler who are only installing an air-to-water heat pump for space heating may keep the boiler for domestic hot water. However, all connections between the boiler and the space heating system must be removed.
- Electrical service upgrade**
78. Only Premises that convert from a fossil fuel primary space and/or water heating system are eligible.

## Indigenous Community Heat Pump Incentive Program: Terms and Conditions

- a. Remote communities that are served by diesel-generated electricity are exempt from this condition, as per term 6a.
- 79. The service upgrade (new wire) is for 100, 200 or 400 amp service to an existing home.
- 80. Eligible expenses include:
  - a. utility connection fees
  - b. electrical panel or sub-panel upgrade,
  - c. service mast alterations or replacement,
  - d. conduit replacement, meter base alterations or replacements,
  - e. weather head alteration or replacement; and
  - f. labour.

### Appendix A – Supplementary Documentation Requirements

- 81. In addition to a copy of the paid invoice, supplementary documentation is required for heat pump installations. Invoice requirements and sample invoices can be found at [betterhomesbc.ca](http://betterhomesbc.ca).
- 82. In addition, the following will be required:
  - a. Proof of oil system removal or decommissioning or gas furnace removal, decommissioning or modification (where applicable). One of the following documents will be accepted:
    - i. Permit or inspection report, which must include:
      - 1. Date of inspection
      - 2. Address where inspection took place
    - ii. Invoice from the removal, decommissioning or modification company or heat pump installation company, which must include:
      - 1. Description of work completed (e.g. the oil system, including oil tank, was removed according to applicable regulations and local government bylaws)
      - 2. Date of removal, decommissioning or modification
  - b. Copy of the heat load calculation based on Program-approved methodology, if a heat pump is being integrated into a combination natural gas or propane furnace/electric heat pump.
  - c. Remote communities that are served by diesel-generated electricity are exempt from this condition, as per term 6a.