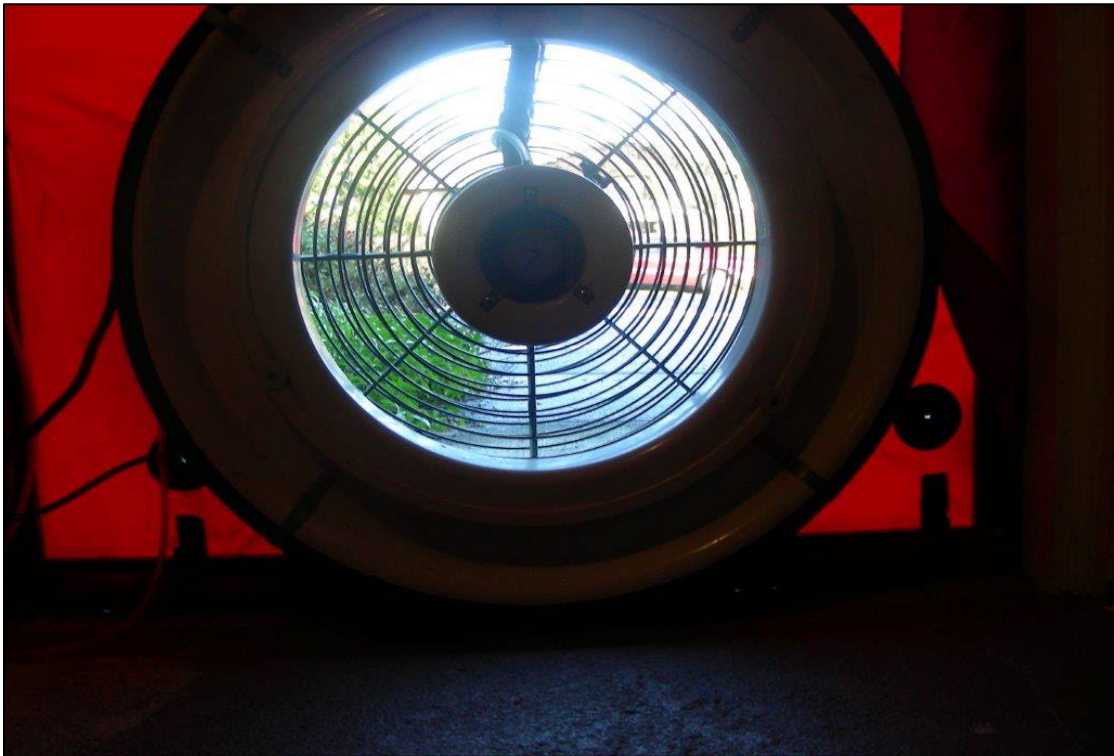


PROGRAM-QUALIFIED ENERGY ADVISOR RESIDENTIAL RENOVATION



TRAINING MANUAL VERSION 5.1 – October 2022

This manual has been developed to provide resources and information to enable the successful training of Program-Qualified Energy Advisors (PQEAs) for Residential Renovations in British Columbia. Contact pqea.admin@betterhomesbc.ca for information or questions about this manual.

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WHAT IS A PROGRAM-QUALIFIED ENERGY ADVISOR?

PQEA Definition

A Program-Qualified Energy Advisor (PQEA) is an energy advisor who is registered with Natural Resources Canada to deliver EnerGuide Rating System evaluations for existing homes, has completed the PQEA training, and has signed off on the PQEA commitment form.

To be more specific, to be identified as a PQEA, one representative of each Service Organization (SO), and all Energy Advisors (EAs) must:

1. Be registered with a licensed service organization and be qualified as an energy advisor, service organization manager, or quality assurance specialist.
2. Review the PQEA Training Manual and accompanying documents.
3. Understand and sign off on the online commitment form and provide service delivery area information for the PQEA online search tool.

PQEA Objectives

The PQEA program objectives are:

- Inform energy advisors and service organizations about the CleanBC Better Homes and Home Renovation Rebate Program offers and terms and conditions to increase energy advisor understanding of these programs and reduce administrative delivery time.
- Enable energy advisors and service organizations to be listed on an online search tool for PQEAs, enhancing consumer ability to find knowledgeable energy advisors in their area. For those rebates that require an EnerGuide home evaluation, consumer rebates will only be provided to homeowners that use a PQEA.
- Encourage best practices in EnerGuide home evaluations by highlighting basic home energy coaching practices that should be a component of a standard ERS Renovation Upgrade Service to homeowners.

With the three objectives above, the PQEA program aims to make it easier for consumers to find an energy advisor and to have a better experience with their home energy evaluation. The better a consumer's home energy evaluation experience, the more likely the homeowner will complete multiple upgrades, and be happy with the services provided by the energy advisor.

Context & Requalification

The PQEA program launched in 2016, with requalification required in August 2021. Since requalification, there have been several significant changes including:

- The launch of the CleanBC Better Homes and Home Renovation Rebate Program with updated terms and conditions
- Changes to rebate program application forms
- Launch of the [BetterHomesBC.ca](https://www.betterhomesbc.ca) and [BetterBuildingsBC.ca](https://www.betterbuildingsbc.ca) websites and services
- Launch of multiple CleanBC programs, including:
 - CleanBC Income Qualified Program
 - CleanBC Low-Interest Financing Program
 - CleanBC Commercial Express Program

- Launch of the federal Canada Greener Homes Grant, which can be combined with provincial and regional programs
- Regular updates to the EnerGuide Rating System procedures.

To ensure the PQEA program stays relevant and up-to-date with the latest energy efficiency programs in BC, all PQEAs and at least one SO representative (manager or quality assurance specialist) must requalify.

Requalifying, or qualifying for the first time, as a PQEA no longer requires the completion of a quiz. Instead, this manual and a series of accompanying documents serve as training tools for PQEAs to meet the learning outcomes and requirements outlined in the commitment form. The requalification/qualification process requires some modest effort on behalf of energy advisors and service organizations, but that effort is acknowledged with three outcomes:

- A professional development opportunity. It should be faster to learn about the new rebate programs through the PQEA process than learning independently.
- Access for your clients to CleanBC Better Homes and Home Renovation Rebate Programs' rebates and incentives. Only energy advisors and service organizations who review the PQEA materials and sign the commitment form will be able to support their clients to access these rebates and incentives.
- Maintaining the addition of your business name to the list of PQEAs on the BetterHomesBC.ca website.

The Program Qualified Energy Advisor program is funded by the Province of British Columbia, Government of Canada, BC Hydro and FortisBC.

PQEA Training Manual

PQEA training is designed to provide EAs with information and tools that can be incorporated into and complement the standard delivery of the ERS Renovation Upgrade Service, without adding time or cost to the evaluation. This training manual covers the following information:

- Working with, and understanding the CleanBC Better Homes and Home Renovation Rebate Programs, including program requirements, additional terms and conditions, key things to know, and application forms
- Understanding the new BetterHomesBC.ca website and its services
- HOT200 Program Identifiers
- Important links and resources for EAs and SOs to know about

The Best Practices Guide, available in a separate document at betterhomesbc.ca/pqea-resources covers the following:

- Communication tips and tools for explaining rebate programs and upgrades to homeowners
- ERS Technical Procedures, with a focus on collecting homeowner information, homeowner interaction, and optimal development and communication of upgrade recommendations

PQEA Benefits

- **Access to rebates for clients:** The Energy Advisor Supported Rebates will only be paid to CleanBC Better Homes and Home Renovation Rebate Program participants who use a PQEA to complete a pre- and post-upgrade EnerGuide home evaluation of their premises.
 - Up to \$2000 Home Energy Improvement Bonus for homeowners that complete a pre- and post-upgrade EnerGuide Home Evaluation and complete three eligible upgrades.
 - Minimum rebate of \$750 for the Home Energy Improvement Bonus (for those who have their post-upgrade EnerGuide evaluation on or after October 1, 2020)
- **IMPORTANT: Rebates are subject to change at any time. It is the sole responsibility of the energy advisor and service organization to be responsible for keeping up to date on rebate program changes.**
- **Being listed on online search tool:** All PQEAs will be listed on the '[Find an Energy Advisor](#)' webpage on the [BetterHomesBC.ca](#) website that will be promoted by the Province, the utilities, and other stakeholders. Listings include location, contact information, company name and SO name.
- **Access to this manual and resources:** Access to this training manual and the PQEA Best Practices Guide is intended to reduce the amount of time needed for EAs and SOs to learn about the CleanBC Better Homes and Home Renovation Rebate Programs, the online application, and PQEA best practices. This manual is designed to be used as an ongoing reference for EAs and SOs.

Important Requirement: Registering as a PQEA

After reading through the training manual, you must complete the commitment form and include your service delivery area for the Program-Qualified Energy Advisor online search tool that will be located at [betterhomesbc.ca/ea](#). When completing the commitment form and selecting your service delivery area, be sure to select all areas that apply.

- The Commitment Form is located at [betterhomesbc.ca/pqea-resources](#).
- Questions about completing the commitment form or becoming a PQEA can be directed to pqea.admin@betterhomesbc.ca

PQEA – BEST PRACTICES

The PQEA best practices are designed to complement the standard delivery of the ERS Renovation Upgrade Service, without adding any time or cost. The content of the Best Practices Guide has changed minimally since the last PQEA requalification. If this is your first time qualifying as a PQEA, you must read the Best Practices Guide, otherwise it serves as a good reference and refresher to all energy advisors who have read it before in previous PQEA training manuals. The Best Practices Guide covers the following key topics:

- Interacting with homeowners
- Draftproofing
- EnerGuide Rating System Reports
- Wrap up activities

The PQEA Best Practices Guide can be found here: betterhomesbc.ca/pqea-resources.

BETTER HOMES BC WEBSITE

Background

[BetterHomesBC.ca](https://betterhomesbc.ca) is BC's online hub for homeowners to access information, incentives and support to reduce energy use and greenhouse gas emissions in new and existing homes and buildings. Better Homes is funded by the Province of British Columbia and the Government of Canada under the Low Carbon Economy Leadership Fund. Better Homes incentives are administered by BC Hydro, FortisBC and BC Housing. The primary audiences for Better Homes are homeowners and businesses, with the secondary target audience being contractors, energy advisors, local governments, and other industry stakeholders.

The PQEA Manual is designed around, and covers, programs and services for existing homes, and residential renovations only. However, it is worth noting that [BetterHomesBC.ca](https://betterhomesbc.ca) provides resources and support for the following building types:

- **Residential renovations** (single family detached, semi-detached, townhomes, row homes, etc.)
- **Residential new construction**
 - To become trained on the residential new construction program please contact Laura De Carolis, Senior Energy Efficiency Coordinator at betterhomesbc@gov.bc.ca.
 - **Note:** Pre-registration for the CleanBC Better Homes New Construction Program is re-launching as of May 17 2022. See program page for current requirements.
 - Residential new construction offer can be seen at <https://betterhomesbc.ca/rebates/cleanbc-new-construction/>

CleanBC Better Buildings ([BetterBuildingsBC.ca](https://betterbuildingsbc.ca)) provides resources and support for:

- Commercial renovations
 - [CleanBC Custom Program](#)
 - [CleanBC Custom Lite Program](#)
 - [CleanBC Commercial Express Program](#)
- Commercial new construction

- [CleanBC Commercial New Construction Program](#)

Services and Resources

Homeowners are able to use [BetterHomesBC.ca](#) to access the following resources:

- Easy to use [Rebate Search Tool](#) to identify rebate and financing programs for residential renovations and residential new construction
- Single application form for Better Homes, BC Hydro, FortisBC and local government residential renovation incentives
 - Primary application form can be found at <https://app.bchydro.com/hero>
 - For Fossil fuel to fossil fuel upgrades, applications should be submitted to FortisBC directly at <https://rebates.fortisbc.com/HRR-application/>
- Information and answers to frequently asked questions on energy efficiency upgrades
 - Renovation FAQs - <https://betterhomesbc.ca/renovation/faq/>
 - New Construction FAQs - <https://betterhomesbc.ca/new-construction/faq/>
 - Products and Upgrade FAQs - <https://betterhomesbc.ca/renovation/products/>
- Free Energy Coaching Services for homeowners undertaking renovations, including phone and email hotline staffed by energy coaching specialists
 - Contact form - <https://betterhomesbc.ca/connect/>
- Search tool to find Program-Qualified Energy Advisors for residential renovations
 - <https://betterhomesbc.ca/ea/>
- Contractor search tool to find registered contractors for residential renovations
 - <https://betterhomesbc.ca/find-a-contractor/>

The CleanBC Better Homes Energy Coach Service (1.844.881.9790) is a valuable service that energy advisors and contractors can refer clients to for comprehensive information on rebates, energy upgrades and FAQs. The service is designed to complement, not replace, EA and SO service. A few examples for when it is a good idea for energy advisors to refer clients to the Energy Coach Service are when:

- Homeowners are unclear on how to get started and not sure they want to have an energy evaluation
- Homeowners want to do their own research on the features and benefits of energy efficiency products and options to decrease energy use
- Homeowners need extra guidance and/or time spent to understand rebates, their eligibility requirements, and application processes
- Homeowners have questions about selecting the right contractor
- Homeowners have questions about individual rebates and are not hiring an EA, but need support
- Homeowners need to verify eligibility of heat pumps or request the review of AHRIs for addition to the [Qualifying Product List](#)

CLEANBC BETTER HOMES AND HOME RENOVATION REBATE PROGRAMS

Background & Summary

The [CleanBC Better Homes and Home Renovation Rebate Programs](#) are being offered in partnership by BC Hydro, FortisBC and the Province of British Columbia. The rebate program launched on September 28, 2018 and builds on the existing Home Renovation Rebate (HRR) Program. The program goal is to significantly reduce energy use, associated utility costs, and greenhouse gas emissions from residential utility customers living in detached and attached homes.

BC Hydro and FortisBC support the Better Homes and Home Renovation Rebate Program to meet their Demand Side Management (DSM) program objectives:

- Provide cost-effective* programs for the efficient use of electricity and natural gas (regulated utilities through the BCUC).
- Energy efficiency programs can help reduce future load growth and can be a cost-effective way to offset the requirement to build new generation or buy more expensive energy.
- Keep customers happy by helping them reduce bills and improve the comfort and value of their homes.
- Support market transformation towards energy efficient homes.

*Cost-effective – means the benefits of the program (e.g. value of the energy savings) must be greater than the costs of the program in terms of operating costs, incentives, equipment costs.

CleanBC Better Homes and Home Renovation Rebate Program

The Better Homes and Home Renovation Rebate Program has four types of rebates:

- Individual Rebates
- Energy Advisor Supported Rebates
- Municipal Top-Ups
- Group Purchase Rebate

Individual Rebates

These rebates do not require an EnerGuide home evaluation. Visit the individual rebate pages for current rebate amounts and requirements:

- [Insulation](#)
- [Ductless Mini-Split or Multi-Split Heat Pump](#)
- [Central Ducted Heat Pump](#)
- [Dual Fuel Ducted Heat Pump](#)
- [Air-to-Water Heat Pump](#)
- [Electric Heat Pump Water Heater](#)
- [Combined Space and Water Heat Pump](#)
- [Electrical Service Upgrade](#)
- [Natural Gas Furnace](#)

- [Natural Gas Boiler or Combination Heating and Hot Water System](#)
- [Natural Gas Water Heater](#)
- [Natural Gas Fireplace](#)
- [Windows and Doors](#)

[Two Upgrade Bonus](#) – for installing any two or more bonus-eligible individual upgrades within 18 months of each other.

Energy Advisor Supported Rebates

These upgrades require a pre- and post-Upgrade EnerGuide home evaluation. Energy Advisor Supported Rebates can be accessed in addition to individual rebates. Participants can receive either the Two Upgrade Bonus, or the Home Energy Improvement Bonus, but not both.

- [Home Energy Improvement Bonus](#) – homeowners can receive \$20 per % reduction in their EnerGuide rating (GJ/year), between a pre- and post-upgrade EnerGuide evaluation. Three or more bonus-eligible upgrades must be installed to access this rebate. Applicants can receive up to \$2,000.
 - As of October 1, 2020 there is a minimum \$750 rebate (for those who have their post-upgrade EnerGuide evaluation on or after October 1, 2020).

Municipal Top-ups

A growing number of local governments in BC are offering top-up rebates (Municipal Top-ups) to the [CleanBC Better Homes and Home Renovation Rebate Program](#).

- An overview of currently available Municipal Top-ups can be found at <https://betterhomesbc.ca/municipal-offers/>

Currently there are three top-up options available:

- **Convert to Electric Heat Pump Space Heating Top-up** – participants that switch from a fossil fuel (oil, natural gas or propane) heating system to an electric air-source heat pump are eligible for either a \$350, \$2,000 or \$6,000 top-up rebate. These top-ups are in addition to the individual rebates and the Home Energy Improvement Bonus rebate.
- **Heat Pump Water Heater Top-up** – participants can receive a \$350 or \$1,000 top-up to CleanBC Better Homes participants that switch from a fossil fuel (oil, natural gas, or propane) water heating system to an electric heat pump water heater. This top-up is in addition to the CleanBC heat pump water heater \$1,000 rebate.
- **Electric Service Upgrade Top-up** - participants upgrading their electrical service to 100, 200 or 400 amp service and switching from a fossil fuel (oil, natural gas, or propane) space or water heating system to an electric air-source heat-pump or heat pump water heater are eligible for a \$500 top-up rebate. This top-up is in addition to the CleanBC electric service upgrade \$500 rebate.

CleanBC Heat Pump Group Purchase Rebate

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 is additional to the individual air source heat pump rebate available from CleanBC and any local government top-ups that may be available.

CleanBC Low Interest Financing Program

The [CleanBC Better Homes Low-Interest Financing Program](#) provides loans with interest rates as low as 0% for switching from a fossil fuel (oil, propane or natural gas) heating system to a heat pump.

- Interest rates: 0% or 4.99%, depending on heat pump efficiency
- Loan size: \$1,000 – \$40,000
- Amortization period: 60 months (5 years)
- Must work with a [Finance Registered Contractor](#) to access the offer

CleanBC Income Qualified Program

The [CleanBC Income Qualified Program](#) provides enhanced rebates to make energy-saving home upgrades more affordable.

- Program covers 60% or 95% based on Income Level
- Requires pre-registration to access
- Must work with an [Income Qualified Program Registered Contractor](#) to access the offer

Summary of Changes and Important Reminders for Energy Advisors

The following list summarizes the changes in the CleanBC Better Homes and Home Renovation Rebate Programs for energy advisors.

- For historical requirements and timelines, refer to the [What Rebates are Available](#) FAQ.

Important Change – July 01, 2022

- As of July 1, 2022, homeowners need to hire a Home Performance Contractor Network (HPCN) member for their heat pump installation to be eligible for heat pump rebates. If their installation invoice is dated before July 1, 2022, this requirement does not apply. To identify contractors in your region, use the [Find a Contractor](#) search tool.

Changes as of October 01, 2022

These changes only apply to upgrades completed on or after October 01, 2022.

Rebate	Summary of Changes
Insulation	<ul style="list-style-type: none"> • No Changes • Rebate requirements and details available online
Central Ducted Heat Pump	<ul style="list-style-type: none"> • New efficiency requirements: SEER >16.00; HSPF >10.00 • If fuel switching, previous fossil fuel system must be removed • Rebate requirements and details available online
Dual Fuel Ducted Heat Pump	<ul style="list-style-type: none"> • New efficiency requirements: SEER >16.00; HSPF >10.00 • Reminder: Dual Fuel Ducted Heat Pumps must have a valid AHRI Certificate that references all components of the system including the indoor unit, outdoor unit, <i>and</i> the furnace. • Rebate requirements and details available online
Ductless Mini-Split and Multi-Split Heat Pump	<ul style="list-style-type: none"> • New efficiency requirements: SEER >16.00; HSPF >10.00 • Ductless Mini-Split: Home must be 1,200 sq ft or less • Ductless Multi-Split: Minimum two indoor head units required • If fuel switching, previous fossil fuel system must be removed • Rebate requirements and details available online.
Electric Heat Pump Water Heater	<ul style="list-style-type: none"> • No Changes • Rebate requirements and details available online.
Electrical Service Upgrade	<ul style="list-style-type: none"> • No Changes • Rebate requirements and details available online.
Natural Gas Furnace and Boiler Replacement	<ul style="list-style-type: none"> • No Changes • Furnace and boiler rebate requirements and details available online. • Applications should be submitted directly to FortisBC via the online application form

Natural Gas Fireplace	<ul style="list-style-type: none"> • No Changes • New natural gas fireplace must be used for heating interior spaces; outdoor fireplace installations are not eligible for a rebate. • Rebate requirements and details available online. Applications should be submitted directly to FortisBC via the online application form
Windows and Doors	<ul style="list-style-type: none"> • Tier 1 Window and Door rebates have been discontinued. • Homes within the City of Vancouver municipal boundary are not eligible for the window or door rebates. • Rebate requirements and details available online.
Two Upgrade Bonus	<ul style="list-style-type: none"> • No Changes • This Bonus rebate of \$300 does not require an EnerGuide home evaluation. • A minimum of two eligible upgrades must be installed within 18 months of each other. • Rebate requirements and details available online.
Home Energy Improvement Bonus	<ul style="list-style-type: none"> • No Changes • Rebate is for up to \$2,000; minimum \$750 (for those who have their post-upgrade EnerGuide evaluation on or after October 1, 2020). • Pre- and post-upgrade EnerGuide evaluation required. • A minimum of three eligible upgrades installed and the post-upgrade EnerGuide evaluation must be installed within 18 months of the homeowner's pre-upgrade EnerGuide home evaluation. • Homeowners can receive \$20 per percentage reduction in their EnerGuide Rating (GJ/year) between their pre- and post-upgrade evaluation. • Draftproofing is not one of the three eligible upgrades for the Home Energy Improvement Bonus, however draftproofing work will increase the total rebate amount by reducing the EnerGuide rating. More information on how this rebate is calculated can be found in the Program FAQs section of this manual. • Rebate requirements and details available online.
EnerGuide Home Evaluation Rebate	<ul style="list-style-type: none"> • Discontinued; 6 month deadline elapsed.

Terms and Conditions

This section summarizes key Program Requirements and Terms and Conditions for the CleanBC Better Homes and Home Renovation Rebate Programs that PQEAs are expected to know but is not an exhaustive list of all of the Terms and Conditions that PQEAs must know.

- Current Terms and Conditions are [available online](#).
- Current Program Requirements are [available online](#).
- The program is updated on a semi-annual basis on April 1 and October 1.

Rebate	Terms and Conditions
General Deadlines	<ul style="list-style-type: none"> • The Program application, invoices and required supporting documentation for each Upgrade must be submitted within six months of the invoice date of the Upgrade. • Example invoices are available online for reference.
General Requirements	<ul style="list-style-type: none"> • Home must be a year-round primary residence that is at least 12 months old. • All upgrades must be installed by a licensed contractor with a GST number and a valid B.C. business license for the trade applicable to the upgrade being installed. Self-installations are not eligible. • BC Hydro customers whose primary heating type is electricity (electric baseboard, furnace, boiler or heat pump) must meet a minimum electricity consumption to be eligible for rebates. BC Hydro program eligibility can be checked at bchydro.com/homerebates. • Fireplaces are not considered primary heating systems. For homes that do not use their primary space heating and rely on their fireplace for heating, they can request support from betterhomesb@gov.bc.ca to access rebates. • A substantially reconstructed home is not eligible for rebates. A home defined as “substantially reconstructed,” by the Homeowner Protection Act (as per BC Housing Regulatory Bulletin No. 6) is not eligible. A substantially reconstructed home can include structural repairs, renovation where exterior walls and/or existing plumbing, electrical or gas lines are moved or it requires a New Home Registration Form under the Homeowner Protection Act. • Rebates cannot exceed the cost on the invoice and the paid cost of the upgrade. • Rebates may be combined with funding received from the Canada Greener Homes Grant, but combined rebates cannot exceed the cost on the invoice or paid cost of the upgrade. • Rebates cannot be combined with funding received from the CleanBC Better Homes Income Qualified Program. • Upgrade costs covered by warranty are not eligible for rebates. • Financing or leasing agreements must result in full ownership (a copy of the agreement may be requested).

<p style="text-align: center;">Insulation</p>	<ul style="list-style-type: none"> • Batt, loose fill, board and spray foam are eligible insulation types. • The insulation must be installed by a registered contractor with a valid BC business license for the trade applicable. • Rebates are calculated based on the R-value of new insulation added and not the total combined final R-value of the new and pre-existing insulation, including in cases where insulation is removed. • Insulation added must have a minimum R-value added per location outlined below: <table border="1" data-bbox="496 531 1331 770"> <tr> <td>Attic – flat and cathedral ceiling</td> <td>R12</td> </tr> <tr> <td>Exterior wall cavities</td> <td>R12</td> </tr> <tr> <td>Exterior wall sheathing</td> <td>R3.8</td> </tr> <tr> <td>Basement/crawlspace walls</td> <td>R10</td> </tr> <tr> <td>Other (exposed floor, floor over crawlspace, basement header)</td> <td>R20</td> </tr> </table>	Attic – flat and cathedral ceiling	R12	Exterior wall cavities	R12	Exterior wall sheathing	R3.8	Basement/crawlspace walls	R10	Other (exposed floor, floor over crawlspace, basement header)	R20
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Basement/crawlspace walls	R10										
Other (exposed floor, floor over crawlspace, basement header)	R20										
<p style="text-align: center;">Windows/ Doors</p>	<ul style="list-style-type: none"> • Windows and/or doors must be installed by a registered contractor with a valid BC business license for the trade applicable. • Windows and/or doors must replace existing windows and/or doors in the building envelope. • Skylights are not eligible. • The number of windows/doors eligible for rebates is based on the number of Rough Openings in which windows or doors were replaced. • <u>Tier 2 windows/doors:</u> New windows/doors must have a metric U-Factor of 1.22 (W/m²·K) or lower. • Windows must be listed with one of the following certification bodies. • Doors must be listed with one of the following certifications: Canadian Standards Association (CSA), Intertek Canada (Intertek), Labtest Certification (LC), QAI Laboratories (QAI), National Fenestration Ratings Council (NFRC) • Homes within the City of Vancouver municipal boundary are not eligible for window or door rebates. 										

<p>Air Source Heat Pumps (All Types)</p>	<ul style="list-style-type: none"> • All heat pumps must be on the BC Hydro Qualifying Product List, the Tier 1 Central Ducted Heat Pump List from FortisBC, or the Air-to-Water Heat Pump Qualifying List. • Rebate amounts vary based on the electric service territory. • Heat pumps must be installed by an HPCN member. Contractors can be found at the Contractor Search Tool. • Installation must be done in accordance with manufacturer specifications and the Heat Pump Best Practices Installation Guide for Existing Homes • The heat pump must be sufficiently sized to operate as the primary heating system for the home. • The new heat pump must serve a main living area of the home. • Must have a valid AHRI certificate number that references all components of the system including indoor unit(s), outdoor door unit. • Replacing an existing heat pump or adding a head to an existing heat pump are not eligible. • Products with a maximum static pressure of less than 0.6” Water Column (WC) are considered ductless mini-split or ductless multi-split systems. • Emergency replacement of broken electrical systems is not eligible. • Emergency replacement of broken fossil fuel systems is eligible. • Paid invoice (see sample invoice for requirements). Invoice must be paid in full, as indicated by a \$0 balance owing, proof of full payment, etc. • See Appendix C for performance requirements of all heat pump systems.
<p>Heat Pump Convert from Electric</p>	<ul style="list-style-type: none"> • Heat Pump must replace an existing hard-wired electric heating system (e.g. electric baseboards, radiant ceilings, radiant floors, or forced-air furnace). • The back-up space heating system must also be electric. • Tier 1 Central Ducted Heat Pumps are only available in FortisBC Electric Territory.
<p>Heat Pump Convert from Wood</p>	<ul style="list-style-type: none"> • The back-up heating system must be wood or electric. • Fossil fuel back-up systems (e.g. dual fuel ducted heat pump systems or standalone fossil fuel heating systems) are not eligible for wood-to-electric upgrades. • Emergency replacement of a wood or solid fuel space heating system is not eligible. • Tier 1 Central Ducted Heat Pumps are not eligible for conversions from wood.

<p>Heat Pump Convert from Fossil Fuel</p>	<ul style="list-style-type: none"> • Heat Pump must replace the existing fossil fuel heating system and all fossil fuel heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed or decommissioned in accordance with all applicable laws. • Emergency replacement of fossil fuel space heating systems are eligible. • Tier 1 Central Ducted Heat Pumps are not eligible for conversions from fossil fuel.
<p>Dual Fuel Ducted Heat Pump</p>	<ul style="list-style-type: none"> • The home must be primarily heated by propane or natural gas. A fireplace is not considered a primary heating system. • Heat pumps must be installed by an HPCN member. Contractors can be found at the Contractor Search Tool. • The new heat pump must be integrated with a propane or natural gas heating system and all propane or natural gas heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be modified in accordance with all applicable laws. • Heat pump must have an AHRI certified reference number that references the outdoor unit and the indoor unit(s) of the heat pump, and the furnace model number. • have the thermostat, outdoor temperature switch-over control or equipment control board set to the following region specific temperatures for the duration of the product lifetime: <ul style="list-style-type: none"> ○ Lower Mainland and Vancouver Island regions: 5°C ○ Southern Interior and Northern B.C. regions: 2°C • A program approved heat load calculation is required to properly size the system. Program approved methodology can be found at betterhomesbc.ca/faqs/heat-load-calculations. • Emergency replacement of fossil fuel space heating systems are eligible.
<p>Air-To-Water Heat Pumps</p>	<ul style="list-style-type: none"> • The home must be primarily space and/or water heated by a fossil fuel (oil, propane or natural gas). A fireplace is not considered a primary heating system. • Heat pump must replace the existing fossil fuel heating system and all the fossil fuel heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed or decommissioned in accordance with all applicable laws. • Emergency replacement of fossil fuel space heating systems are eligible. • Homes 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.

<p>Electric Heat Pump Water Heater</p>	<ul style="list-style-type: none"> • Must replace primary, domestic water heater. • Eligible systems are listed as Tier 2 or higher on NEEA’s Advanced Water Heater Specification Qualified Products List for Heat Pump Water Heaters. • Emergency replacement of fossil fuel water heating systems with heat pump water heaters are eligible. • Emergency replacement of broken electric heat pump water heater or existing electric heat pump water heater is not eligible. 			
<p>Electrical Service Upgrade</p>	<ul style="list-style-type: none"> • Only homes that convert from a fossil fuel (oil, propane or natural gas) primary space and/or water heating system to a heat pump are eligible. • The service upgrade (new wire from electric utility) is for upgrading to 100-, 200- or 400-amp service in an existing home within six months of the heat pump installation. • Eligible expenses covered by the rebate: <ul style="list-style-type: none"> ○ utility connection fees ○ electrical panel or sub-panel upgrade ○ service mast alterations or replacement ○ conduit replacement, meter base alterations or replacements ○ weather head alteration or replacement ○ labour 			
<p>Two Upgrade Bonus</p>	<ul style="list-style-type: none"> • Must install at least two bonus-eligible Upgrades on or after September 28, 2018 and within 18 months of each other. • Eligible upgrades are: <table border="1" data-bbox="402 1018 1414 1312"> <tr> <td data-bbox="402 1018 738 1312"> <p>Attic insulation*</p> <p>Exterior wall cavity insulation*</p> <p>Exterior wall sheathing insulation*</p> <p>Basement insulation</p> <p>Windows and doors**</p> </td> <td data-bbox="738 1018 1075 1312"> <p>Air source heat pump</p> <p>Electric heat pump water heater</p> <p>Natural gas furnace</p> <p>Natural gas boiler</p> <p>Natural gas water heater</p> </td> <td data-bbox="1075 1018 1414 1312"> <p>Natural gas furnace</p> <p>Natural gas boiler</p> <p>Natural gas water heater</p> <p>Natural Gas Fireplace</p> </td> </tr> </table> • Eligible upgrades must meet upgrade-specific requirements. <p><i>*Insulation upgrades are only eligible for the Two Upgrade Bonus if the value of the individual upgrade is at least \$500.</i></p> <p><i>**Window upgrades are only eligible for the Two Upgrade Bonus if the value of the individual upgrade is at least \$250.</i></p>	<p>Attic insulation*</p> <p>Exterior wall cavity insulation*</p> <p>Exterior wall sheathing insulation*</p> <p>Basement insulation</p> <p>Windows and doors**</p>	<p>Air source heat pump</p> <p>Electric heat pump water heater</p> <p>Natural gas furnace</p> <p>Natural gas boiler</p> <p>Natural gas water heater</p>	<p>Natural gas furnace</p> <p>Natural gas boiler</p> <p>Natural gas water heater</p> <p>Natural Gas Fireplace</p>
<p>Attic insulation*</p> <p>Exterior wall cavity insulation*</p> <p>Exterior wall sheathing insulation*</p> <p>Basement insulation</p> <p>Windows and doors**</p>	<p>Air source heat pump</p> <p>Electric heat pump water heater</p> <p>Natural gas furnace</p> <p>Natural gas boiler</p> <p>Natural gas water heater</p>	<p>Natural gas furnace</p> <p>Natural gas boiler</p> <p>Natural gas water heater</p> <p>Natural Gas Fireplace</p>		

<p>Home Energy Improvement Bonus</p>	<ul style="list-style-type: none"> • Must have a pre-Upgrade <u>and</u> post-Upgrade EnerGuide home evaluation on or after September 28, 2018. • Participants must install at least three bonus-eligible upgrades and complete the post-upgrade EnerGuide home evaluation within 18 months after their pre-upgrade EnerGuide evaluation. • Eligible upgrades are: <table border="1" data-bbox="402 426 1414 720"> <tr> <td data-bbox="402 426 740 720"> Attic insulation* Exterior wall cavity insulation* Exterior wall sheathing insulation* Basement insulation Windows and doors** </td> <td data-bbox="740 426 1078 720"> Air source heat pump Electric heat pump water heater Natural gas furnace Natural gas boiler Natural gas water heater </td> <td data-bbox="1078 426 1414 720"> Natural gas furnace Natural gas boiler Natural gas water heater Natural Gas Fireplace </td> </tr> </table> <ul style="list-style-type: none"> • Eligible upgrades must meet upgrade-specific requirements. <p><i>*Insulation upgrades are only eligible for the Two Upgrade Bonus if the value of the individual upgrade is at least \$500.</i></p> <p><i>**Window upgrades are only eligible for the Two Upgrade Bonus if the value of the individual upgrade is at least \$250.</i></p>	Attic insulation* Exterior wall cavity insulation* Exterior wall sheathing insulation* Basement insulation Windows and doors**	Air source heat pump Electric heat pump water heater Natural gas furnace Natural gas boiler Natural gas water heater	Natural gas furnace Natural gas boiler Natural gas water heater Natural Gas Fireplace
Attic insulation* Exterior wall cavity insulation* Exterior wall sheathing insulation* Basement insulation Windows and doors**	Air source heat pump Electric heat pump water heater Natural gas furnace Natural gas boiler Natural gas water heater	Natural gas furnace Natural gas boiler Natural gas water heater Natural Gas Fireplace		
<p>EnerGuide Home Evaluation Rebates</p>	<ul style="list-style-type: none"> • Discontinued as of April 01 2022 			

Documentation Requirements

The Program's documentation requirements have not changed dramatically. [Sample invoices](#) can be found on the BetterHomesBC website for each upgrade. It is recommended that EAs inform their clients about these invoice requirements and links to the documents are sent to your clients for the upgrades that they are pursuing. See the chart below for additional upgrade specific invoice and documentation requirements.

General Invoice Requirements

Invoices or product receipts are required for all upgrades. Invoices must be legible, itemized and include:

- Contractor's company name and address
- Contractor's contact information and GST number
- Invoice number
- Invoice date
- Homeowner/ customer name and installation address
- Make and model number of all items purchased and installed, total cost (including labour), and proof of payment or payment plan (e.g. PAID stamp).
- Additional Upgrade-specific invoice requirements are outlined in the table below.

Additional Upgrade-Specific Invoice Requirements
Insulation
<ul style="list-style-type: none">• Location(s) of installation• Type of insulation (bat, loose fill, board or spray foam)• R-value of new insulation added• Total amount of insulation added in square feet
Windows and Doors
<ul style="list-style-type: none">• Number of windows and doors installed• Canadian ENERGY STAR® qualification of each window/door• U-factor rating from ENERGY STAR label of each window/door• Description of work completed (e.g. replacement of 10 single-pane windows)
Air Source Heat Pumps
<ul style="list-style-type: none">• AHRI reference number or copy of AHRI certificate• Number of tons• For dual fuel ducted heat pumps, the invoice must indicate the switch-over temperature of the thermostat, outdoor temperature switch-over control or equipment control board (e.g. switch-over temperature set-point: 5°C) <p><i>Additional supporting documentation requirements:</i></p> <ul style="list-style-type: none">• For dual fuel ducted heat pumps, a copy of the heating load calculation using program approved methodology.• When premises convert from gas, oil or propane:<ul style="list-style-type: none">○ Proof of oil system removal or decommissioning or gas furnace removal, decommissioning or modification (where applicable). Either of the following documents will be accepted:

- Local government permit or inspection report with date of inspection and address where inspection took place
 - Invoice from removal, decommissioning or Modification Company or heat pump Installation Company with description of work completed, and date of removal.
- When premises convert from a wood or solid fuel heating system:
 - Before and after photos of the wood or solid fuel heating system if it is being removed.
 - Copy of an inspection report completed by a Wood Energy Technology Transfer Inc. (WETT)-certified professional if the wood or solid fuel heating system is being retained in safe and working order.
 - The inspection report must be dated within the 12 month period before or 6 month period following the date of the heat pump installation invoice and include the inspector’s WETT certification number, the site address of the wood or solid fuel heating system, and whether the installation is compliant with relevant codes.

Natural Gas Space Heating Systems

- Technical Safety BC gas contractor license number
- Installation permit number
- Indicate the fuel source of your old fireplace that was replaced (for fireplace upgrades only)

Additional supporting documentation (provide to program upon request):

- Furnace Commissioning Sheet (for furnace installations only)
- Photograph of two-pipe direct vent system installed

Natural Gas Water Heater

- Technical Safety BC gas contractor license number
- Installation permit number

Electric Heat Pump Hot Water heaters

Additional supporting documentation requirements for premises that convert primary water heater from gas, oil or propane:

- Proof of gas water heater removal. Either of the following documents will be accepted:
 - Local government permit or inspection report with the date and address where the inspection took place.
 - Invoice from Removal Company or heat pump water heater Installation Company with description of work completed, and date of removal.

EnerGuide Home Evaluation

EASR form no longer required

Home Energy Improvement Bonus

EASR form no longer required

Energy Advisor Supported Rebates & Online Form

The Energy Advisor Supported Rebates (EASR) require a pre- and/or post-Upgrade EnerGuide home evaluations and can be accessed in addition to Individual Upgrade rebates. The new EA Supported Rebates are:

- Home Energy Improvement Bonus: up to **\$2,000**; minimum **\$750** (for those who have their post-upgrade EnerGuide evaluation on or after October 1, 2020)

Important note: The Energy Advisor Supported rebates are verified by the program administration.

- NRCan data will be used to validate the EnerGuide Home Evaluations that take place.
 - Note that a customer's application is considered "Incomplete" without the NRCan file information.
 - An application may be declined if a fully completed application is not received within ten business days after receiving a request to do so.
 - Note that NRCan requires HOT2000 files to be submitted within 30 calendar days of the evaluation at the very latest.
- Energy Advisors will continue to receive an email notification when their client has submitted a CleanBC Better Homes and Home Renovation Rebate Programs application.
- The email will outline the home address and will include a reminder to submit the HOT2000 file to NRCan.

Home Renovation Rebate Program Transition

Home Renovation Rebate Program Deadlines

Individual Upgrades

- The application form for individual upgrades must be submitted within **6 months** of the invoice date of the upgrade.
- The application form for the [Two Upgrade Bonus](#) must be submitted within **6 months** of the second bonus-eligible upgrade. You must complete your second bonus-eligible upgrade within **18 months** of the invoice date of the first bonus-eligible upgrade.
- The application form for the [Home Energy Improvement Bonus](#) and [Post-Upgrade EnerGuide Home Evaluation Rebate](#) must be submitted within **6 months** of the date of your post-upgrade EnerGuide home evaluation. You must complete your post-upgrade EnerGuide home evaluation within **18 months** of your pre-upgrade EnerGuide home evaluation.

For more information on currently available rebates and past deadlines, see the [What Rebates are Available FAQ](#) on the Better Homes website.

Program FAQs – For Consumers and Energy Advisors

With any rebate program, there will be a lot of frequently asked questions (FAQs) that homeowners will have for you about the Program. All FAQs are available on the BetterHomes Website, organized by topic:

Renovation FAQs	New Construction FAQs	Upgrade FAQs
<ul style="list-style-type: none"> • CleanBC Better Homes Eligibility • CleanBC Better homes Program Application • CleanBC Income Qualified Program • CleanBC Low Interest Financing Program • Canada Greener Homes Grant • Group Purchase Rebate Program • General Rebate Questions • EnerGuide Home Evaluations • Energy Issues and Concerns • Hiring a Contractor • DIY • Other 	<ul style="list-style-type: none"> • CleanBC Better Homes New Construction Program • Energy Efficient Buildings • BC Energy Step Code • General Rebate Questions • EnerGuide Home Evaluations 	<ul style="list-style-type: none"> • House As a System • Heating and Cooling Systems • Insulation • Draftproofing • Ventilation • Water Heating Systems • Windows and Doors • Appliances and Lighting

Common FAQs:

- [What do the CleanBC Better Homes and Home Renovation Rebate Programs define as my Primary Heating System?](#)
- [How do I know if my home is substantially reconstructed?](#)
- [What are the load calculation requirements for heat pumps?](#)
- [What does minimum electricity consumption mean?](#)
- [How much will the Home Energy Improvement Bonus be?](#)
- [Are there any municipal top-ups?](#)
- [What do I do if I'm having issues with the online application form?](#)
- [Can I submit a bulk application for multiple homes in a large renovation project?](#)
- [What is my climate zone?](#)

RESOURCES FOR ENERGY ADVISORS AND HOMEOWNERS

HOT2000 Program Identifiers

Program identifiers are codes provided by NRCan to Program Administrators so that all HOT2000 files associated with a specific program can be identified for purposes of gathering program energy usage statistics.

Instructions:

1. If the file is relevant for one of the programs listed, the Program Identifier must be entered in Info Field 2: For example: A file that is in the City of Vancouver will be listed as **COV**
2. Homes that are eligible for multiple programs must be modelled in HOT2000 with the program identifiers separated by a comma in Info Field 2. For example: **HERO, COV**.
3. If the Program/Municipality for which your file is participating is not referenced on the Program Identifier Table provided by NRCan please use the following Program ID in Info Field 2:
NPI (No Program ID)
4. **If INFO Field 2 is left blank the file will be rejected by the mailbot and sent back for corrections**
5. If you're submitting an E file and the D file was previously submitted without a Program Identifier, it is best practice to update the Info field 2 of the D file before submitting the E file.

The following list of program identifiers is up to date as of October 2021. Consult with your Service Organization for up-to-date program identifier information.

Partner	Program Name	Province	Program
City of Edmonton	Spot the Difference	AB	NPI
City of Edmonton	Home Energy Retrofit Accelerator	AB	HERA
Medicine Hat	Medicine Hat	AB	HATSmartKS
Energy Efficiency Alberta	Home Improvement Energy Plan	AB	EEA
City of Kelowna	New Construction	BC	kelesc
City of Kelowna	Existing buildings/home	BC	kelretro
City of Nelson	EcoSave Energy Retrofit	BC	Nelson
BC Ministry of Energy, Mines and Low Carbon Innovation	CleanBC Better Homes New Construction Program	BC	CBCNC
BC Ministry of Energy, Mines and Low Carbon Innovation	Oil to Heat Pump Incentive Program and CleanBC Better	BC	O2HP
City of Vancouver	Building By Law Program	BC	COV
City of North Vancouver	Energy Efficient Buildings	BC	CNV
City of North Vancouver	Energy Efficient Housing program	BC	CNVEEH
New Westminster	Energy Save New West	BC	NewWest
BC Hydro- Existing Housing	Home Energy Rebate Offer	BC	HERO
BC Hydro- New Housing	New Home Program	BC	NewHome

FortisBC- Existing Housing	Home Energy Rebate Offer	BC	HERO
FortisBC- New Housing	New Home Program	BC	NewHome
Metro Vancouver	HELPP	BC	NPI
City of Surrey	Surrey Green Building Program	BC	Surrey
The Township of Langley	The Green Building Rebate	BC	TOL
City of Richmond	City of Richmond	BC	COR
District of Saanich	District Of Saanich 2020 Climate	BC	DOS
District of Central Saanich	Central Saanich Climate	BC	CSAANICH
Regional District of Kootenay Boundary	Kootenay Boundary Energy Step	BC	KBESC
Regional District of Kootenay Boundary	Kootenay Boundary Retrofit	BC	KBRETRO
Efficiency Manitoba	Efficiency Manitoba New Homes	MB	EMNHP
Manitoba Hydro	Power Smart for New Homes	MB	Powersmart
NB Power	NB Power	NB	THP
NB Power	Low-Income Energy Savings	NB	LIESP
Efficiency Nova Scotia	Homewarming	NS	ENS
Efficiency Nova Scotia	Home Energy Assessment	NS	ENS
Efficiency Nova Scotia	New Home Construction	NS	ENS
Enbridge Gas Distribution	(TBD in December)	ON	EGD
City of Toronto	Home Energy Loan Program	ON	HELP
Union Gas	Home Reno Rebate Program	ON	UGIE
Canadian Home Builders	Net Zero	ON	CHBANZH
Efficiency PEI	Home Insulation Rebates	PEI	36000
Efficiency PEI	Home Comfort Program	PEI	36004
Efficiency PEI	New Home Construction	PEI	36005
Town of Bridgewater	Clean Energy Financing Program	NS	CEFBWT
Municipality of Cumberland County	Clean Energy Financing Program	NS	CEFCMB
Municipality of the District of Digby	Clean Energy Financing Program	NS	CEFDIG
Municipality of Inverness County	Clean Energy Financing Program	NS	CEFINV
Municipality of the District of Lunenburg	Clean Energy Financing Program	NS	CEFLUN
Town of New Glasgow	Clean Energy Financing Program	NS	CEFNWG
Municipality of the District of Yarmouth	Clean Energy Financing Program	NS	CEFYAR
Pace Atlantic Wolfville	Clean Energy Financing Program	NS	WLFSwitch
Pace Atlantic Stratford	Clean Energy Financing Program	NS	STRSwitch

Pace Atlantic Charlottetown	Clean Energy Financing Program	PEI	CTNSwitch
City of Saskatoon	Clean Energy Financing Program	SK	SKHELP
Alberta Urban Municipalities Association	Clean Energy Improvement	AB	CEIP
Transition énergétique Québec	Rénoclimat	QC	
Not an NRCan Partner Listed		National	NPI

Heat Load Calculation Bulletin - The following bulletin explains the load calculation requirements for the air source heat pump dual fuel rebates.

Air Source Heat Pump – Load Calculation and Sizing Requirements

Refer to the [program requirements](#) and [additional terms and conditions](#) for specific details on eligibility and documentation requirements.

Load Calculation Requirements

All dual fuel ducted heat pump applications require a heating and cooling load calculation. Rule-of-thumb equipment sizing will not be accepted. The load calculation must be performed using one of the methodologies seen at <https://betterhomesbc.ca/faqs/heat-load-calculations/>. A load calculation is being required to prevent under- or over-sizing, ensure the equipment is sized per program requirements, and encourage high-quality installations.

Contractors can perform the load calculation by:

- the [HRAI Residential Heat Loss & Heat Gain technical manual](#) in combination with the Microsoft Excel-based spreadsheets supplied with the [CAN/CSA F280-12 standard](#)
- a software that uses the CAN/CSA F280-12 calculation methodology. Two recommended options are [TECA's Quality First software](#) and [Right-F280](#).
- a software or worksheet that uses the CAN/CSA F280-90 calculation methodology.
- a software or worksheet that uses methodology from Air Conditioning Contractors of America ([ACCA Manual J](#))
- a software or worksheet that uses methodology from TECA's Quality First Forced Air Guidelines (5th edition 2008)

A copy of the load calculation is part of the required documentation. The load calculation can be documented by a completed and scanned copy of the CAN/CSA F280-12 "Heat loss and gain calculation summary sheet" or as a printout/PDF of the summary sheet/submittal report from the software. The Heating, Refrigeration and Air Conditioning Institute of Canada (HRAI) and the Thermal Environment Comfort Association (TECA) both offer training courses on CAN/CSA F280-12 load calculations. HRAI offers a [4-day course](#) in Victoria and Vancouver. TECA is offers an online [Heat Loss/Heat Gain course](#). Both organisations also offer technical manuals on residential heat loss and heat gain load calculations.

Sizing Requirements

All heat pumps must be sized to operate as the primary heating system for the home. A primary heating system has sufficient capacity to heat a minimum of 50% of the home for the entire heating season to 21°C. A heat pump in a combination furnace/heat pump system must be sized to meet the premises' heat demand at the region-specific outdoor set-point. Heat from other electric or non-fossil fuel systems (e.g. baseboards, wood) can be used to supplement the heat pump's capacity in meeting the region-specific outdoor set-point. The region-specific outdoor set-points are:

- An outdoor temperature of 5°C for the Lower Mainland and Vancouver Island,
- An outdoor temperature of 2°C for the Southern Interior and Northern BC.

Appendix A: Rebate Program Table

Updated as of October 01 2022

Upgrade	Efficiency Requirements	Primary Fuel Before Upgrade	Rebate	Bonus Eligibility
Ductless mini-split heat pump	SEER \geq 16.00; HSPF \geq 10.00 Variable Speed Compressor Required	FortisBC Electricity	\$1,200	Maximum one primary space heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.
		BC Hydro Electricity	\$1,000	
		Wood or Solid Fuel	\$1,000	
		Fossil Fuel (Oil, Propane, or Natural Gas) <i>FortisBC electric territory</i>	\$3,000	
		Fossil Fuel (Oil, Propane, or Natural Gas) <i>BC Hydro electric territory</i>	\$6,000	
		Fossil Fuel (Oil, Propane, or Natural Gas) <i>Northern Offer*</i>	\$9,000*	
Ductless multi-split heat pump	SEER \geq 16.00; HSPF \geq 10.00 Variable Speed Compressor Required	FortisBC Electricity	\$1,200	Maximum one primary space heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.
		BC Hydro Electricity	\$1,000	
		Wood or Solid Fuel	\$1,000	
		Fossil Fuel (Oil, Propane, or Natural Gas) <i>FortisBC electric territory</i>	\$3,000	
		Fossil Fuel (Oil, Propane, or Natural Gas) <i>BC Hydro electric territory</i>	\$6,000	
		Fossil Fuel (Oil, Propane, or Natural Gas) <i>Northern Offer*</i>	\$9,000*	
Tier 1 Central ducted heat pump <i>(Only available in the FortisBC electric service territory)</i>	SEER \geq 15.00; HSPF \geq 8.50 Variable Speed Compressor Not Required	FortisBC Electricity	\$1,200	Maximum one primary space heating system rebate per home, as part of the Home Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.
		BC Hydro Electricity	No Rebate	
		Fossil Fuel (oil, propane, or natural gas)	No Rebate	
Tier 2 Central ducted heat pump	SEER $>$ 16.00; HSPF $>$ 10.00 Variable Speed Compressor Required	FortisBC Electricity	\$2,000	
		BC Hydro Electricity	\$2,000	
		Wood or Solid Fuel	\$2,000	
		Fossil Fuel (oil, propane, or natural gas) <i>FortisBC electric territory</i>	\$3,000	
		Fossil Fuel (oil, propane, or natural gas)	\$6,000	

		BC Hydro electric territory		Renovation Rebate Program and CleanBC Home Efficiency Rebates, regardless of the number of systems installed.
		Fossil Fuel (oil, propane, or natural gas) <i>Northern Offer*</i>	\$9,000*	
Dual fuel ducted heat pump	SEER >16.00; HSPF >10.00 Variable Speed Compressor Not Required	Fossil Fuel (oil, propane, or natural gas)	\$3,000	
		Fossil Fuel (oil, propane, or natural gas) <i>Northern Offer*</i>	\$6,000*	
Air-to-water Heat pump	Must be on qualifying product list	Fossil Fuel (oil, propane, or natural gas)	\$3,000	
Combination Space and Water Heat Pump	Must be on qualifying product list	Fossil Fuel (oil, propane, or natural gas)	\$3,000	
Natural Gas Furnace	95-96.9% AFUE furnace	Natural Gas supplied by FortisBC	\$800	
	97-99% AFUE furnace	Natural Gas supplied by FortisBC	\$1,000	
Natural Gas Boiler or Combination Heating and Hot Water System	94% or higher AFUE boiler	Natural Gas supplied by FortisBC	\$1,000	
	ENERGY STAR certified combination system	Natural Gas supplied by FortisBC	\$1,200	
	P9 certified combination system	Natural Gas supplied by FortisBC	\$1,200	
Electric Service Upgrade	Upgrade electrical service to 100, 200 or 400 amp service	Fossil Fuel (oil, propane, or natural gas)	\$500	Not bonus-eligible
Natural Gas Water Heater	ENERGY STAR 0.67EF storage tank	Natural Gas supplied by FortisBC Wood or Solid Fuel	\$200	Qualifies as one bonus-eligible upgrade.
	ENERGY STAR condensing tankless	Natural Gas supplied by FortisBC Wood or Solid Fuel	\$1,000	
	ENERGY STAR condensing storage tank	Natural Gas supplied by FortisBC Wood or Solid Fuel	\$1,000	
Heat Pump Water Heater	Must be 2 Tier or higher on the eligible models list.	BC Hydro Electricity FortisBC Electricity Fossil Fuel (oil, propane, or natural gas) Wood or Solid Fuel	\$1,000	
Natural Gas Fireplace	Must be on qualifying product list	BC Hydro Electricity FortisBC Electricity Fossil Fuel (oil, propane, or natural gas) Wood or Solid Fuel	\$300	Qualifies as one bonus-eligible upgrade. Max 1.
Attic Insulation – flat and cathedral ceiling	Minimum R12 added	BC Hydro Electricity FortisBC Electricity Fossil Fuel (oil, propane, or natural gas)	\$900	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved

Exterior wall cavity Insulation	Minimum R12 added	BC Hydro Electricity FortisBC Electricity Fossil Fuel (oil, propane, or natural gas)	\$1,200	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
Exterior wall sheathing	Minimum R3.8 added	BC Hydro Electricity FortisBC Electricity Fossil Fuel (oil, propane, or natural gas)	\$1,200	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
Basement/crawlspace wall Insulation	Minimum R10 added	BC Hydro Electricity FortisBC Electricity Fossil Fuel (oil, propane, or natural gas)	\$1,200	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
Other Insulation (exposed floor, floor over crawlspace, basement header)	Minimum R20 added	BC Hydro Electricity FortisBC Electricity Fossil Fuel (oil, propane, or natural gas)	\$1,000	Qualifies as one bonus-eligible upgrade if minimum \$500 rebate achieved
Tier 2 Windows	U-Factor of 1.22 (W/m2·K) or lower	BC Hydro Electricity FortisBC Electricity Fossil Fuel (oil, propane, or natural gas)	Up to \$2,000	Qualifies as one bonus-eligible upgrade if minimum \$250 rebate achieved Not available in the City of Vancouver

**Northern Offer: Eligible homes must be located north of and including the District of 100 Mile House (latitude 51.628°N) and must be connected to BC Hydro electric service.*

Appendix B: Important Links and Resources

CleanBC Energy Coach Services

Service	Phone	Email	Contact Form
CleanBC Energy Coach Service	1-844-881-9790	ask@betterhomesbc.ca	https://betterhomesbc.ca/connect/
Community Energy Coach		cec@betterhomesbc.ca	https://betterhomesbc.ca/community-coach/
Indigenous Community Energy Coach		icec@betterhomesbc.ca	https://betterhomesbc.ca/indigenous-coach/

CleanBC Better Homes and Home Renovation Rebate Programs

Resource	Summary
Program Requirements	Detailed break down of requirements that must be met to access rebates.
Terms and Conditions	Additional terms and conditions.
Qualifying Product List	Qualifying mini-split, multi-split, and central heat pumps.
BC Hydro Application Form	Use this form if the participant is fuel switching or has an application with both natural gas and electric upgrades
FortisBC Application Form	Use this form if the participant only has natural gas upgrades
Utility Account Holder Consent Form	Consent form for when the applicant is not the account holder.
Sample Invoices	A collection of sample invoices detailing necessary information to satisfy program requirements.
Minimum Electricity Consumption Tool	Eligibility tool to check if a home would be considered an electrically heated home for the purposes of the program.
Rebate Search Tool	Search for rebates by community.
Energy Advisor Search Tool	Search to energy advisors by community.
Contractor Search Tool	Search for contractors by community.
Indigenous Community Support Page	Programs, offers, and support options for indigenous communities.
Community Energy Coach	Programs, offers, and support options for community organizations.
Contractor Support Page	Contractor resource center.
Application Tracker	Track an active application. Require application number to use.

CleanBC Income Qualified Program

Resource	Summary
Program Requirements	Detailed break down of requirements that must be met to access rebates.
Participant Terms and Conditions	Additional terms and conditions for participants.
Contractor Terms and Conditions	Additional terms and conditions for contractors.
Participant Portal	Account management portal for eligible participants.
Landlord Consent Form	Consent form for when the applicant is not the homeowner.
Income Qualified Program Registered Contractors	List of contractors authorized to complete upgrades for the program.
Program FAQs	Selection of FAQs for homeowners and contractors.

CleanBC Low-Interest Financing Program

Resource	Summary
Program Requirements	Detailed break down of requirements that must be met to access rebates.
Participant Terms and Conditions	Additional terms and conditions for participants.
Qualifying Product List	Qualifying mini-split, multi-split, and central heat pumps.
Application form	Account management portal for eligible participants.
Finance Registered Contractors	List of contractors authorized to complete upgrades for the program.
Program FAQs	Selection of FAQs for homeowners and contractors.

Registered Contractor Contact Information

Program Registered Contractors	alliance@bchydro.com
Home Performance Contractor Network	hpcn@homeperformance.ca 604-755-3469
Income Qualified Program Contractors	IQPContractorSupport@betterhomesbc.ca
Low-Interest Financing Program Contractors	betterhomesbc@gov.bc.ca

Appendix C: Efficiency Requirements

CleanBC Better Homes and Home Renovation Rebate Programs

Heat Pump	Efficiency Requirements
Ductless mini-split heat pump	<ul style="list-style-type: none">• SEER ≥ 16; HSPF (Region IV) ≥ 10.00• Variable speed compressor• Home must be 1,200 sq ft or less
Ductless multi-split heat pump	<ul style="list-style-type: none">• SEER ≥ 16; HSPF (Region IV) ≥ 10.00• Variable speed compressor• Minimum two indoor head units required
Central ducted heat pump (Tier 1)	<ul style="list-style-type: none">• Only homes heated primarily by electricity provided by FortisBC, City of Penticton, City of Grand Forks, Nelson Hydro, and District of Summerland are eligible.• SEER ≥ 15; HSPF (Region IV) ≥ 8.50
Central ducted heat pump (Tier 2)	<ul style="list-style-type: none">• SEER ≥ 16; HSPF (Region IV) ≥ 10.00• Variable speed compressor