

CleanBC Better Homes Income Qualified Program

Rebate Eligibility Requirements

Effective date: For invoices dated on or after January 1, 2023

GENERAL ELIGIBILITY REQUIREMENTS:

1. Participant must reside in an income qualified household, in accordance with the income qualification criteria in the table below. Eligibility is based on the number of people living in the household including adults and children and total annual household income, which includes the combined income of all members of the household over the age of 18 (excluding dependants).

Number of people living in the home (including adults and children)	Combined pre-tax annual income of all adults in the home (excluding dependants)	
	Income Level 1	Income Level 2
1	\$42,593	\$55,903
2	\$53,026	\$69,596
3	\$65,189	\$85,560
4	\$79,147	\$103,880
5	\$89,768	\$117,820
6	\$101,242	\$132,880
7 or more	\$112,718	\$147,943

2. Income verification documentation must be submitted for each member of the household that is over the age of 18 (excluding dependants). Documentation must be dated within 12 months of the program pre-registration date. Accepted income verification documentation includes:
 - a. Notice of Assessment (NOA) or Proof of Income Statement from the Canada Revenue Agency (CRA). To get your NOA or Proof of Income Statement, please contact the CRA at 1-800-959-8281. Ensure that all information on the NOA or Proof of Income Statement is redacted except for your name, effective date, and line 15000.
 - b. Verification of income or disability assistance, e.g. your monthly report (cheque stub), or a printed copy of your Confirmation of Assistance if you're registered for My Self Serve.
 - c. A Shelter Aid for Elderly Renters (SAFER) cheque stub, acknowledgement letter or benefit change letter from BC Housing.
 - d. A Rental Assistance Program acknowledgment letter or benefit change letter from BC Housing.
 - e. National Child Benefit Supplement notice from Canada Revenue Agency.
 - f. Guaranteed Income Supplement (GIS) notice.
 - g. Bank statements for 3 months with all information except name and pay deposits redacted or 3 recent paystubs with all information except name and payment amounts redacted.
 - h. Proof of participation or eligibility in BC Hydro and FortisBC's Energy Conservation Assistance Program (ECAP), including eligibility confirmation letters or emails, approval letters or emails or other ECAP documentation that demonstrates proof of participation or eligibility.
 - i. An **Endorsement Form** completed by a professional or organization with knowledge of a participant's financial situation, where they can attest to their income meeting the program criteria.

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- i. Persons and organizations that may complete the Endorsement Form include: social worker or family services professional, health care professional, Indigenous government, Native Friendship Centre, housing provider, religious organization leader, counsellor, and employees of organizations with income-tested programs.
 - j. Proof of participation or eligibility in a Canadian program that has income qualification criteria aligned with the CleanBC Better Homes Income Qualified Program. Contact us at or 1-833-856-0333 or IncomeQualified@betterhomesbc.ca for review if this applies to you. Approval of alternative documentation is not guaranteed.
- 3. Home must be a year-round primary residence in British Columbia that is at least 12 months old, and one of the following types of residential buildings:
 - a. single family home (detached dwelling).
 - b. secondary suite in a single-family home (detached dwelling); the home and secondary suite must be individually metered.
 - c. mobile home that is permanently fixed, sits on a foundation and is structurally complete with installed and connected plumbing, heating, electrical, water and sewer services towing apparatus and axle must be removed.
 - d. duplex, triplex, row home or townhome, where each unit has its own natural gas and/or electricity meter.
- 4. The following types of homes are not eligible:
 - a. multi-unit residential buildings such as condominiums, high-rises and apartment buildings.
 - b. garages, workshops, and outbuildings.
 - c. newly constructed homes less than twelve (12) months old.
 - d. additions to existing homes that increase the square footage of the home.
 - e. existing spaces, such as a garage or solarium, converted into a living space.
 - f. renovation of a home that require installations to meet code compliance and new building construction requirements, including and not limited to renovations that require a “New Construction” or “Addition/Alteration” building permit.
 - g. home defined as “substantially reconstructed,” by the **Homeowner Protection Act (as per Regulatory Bulletin: Substantially Reconstructed Homes and the Home Owner Protection Act (No. 6))**. 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.
- 5. The home must be connected to a residential account with one of the following utilities:
 - a. FortisBC natural gas
 - b. FortisBC Inc.
 - c. BC Hydro
 - d. City of New Westminster

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- e. City of Penticton
 - f. City of Grand Forks
 - g. Nelson Hydro
 - h. District of Summerland
 - i. Pacific Northern Gas
6. The home must be primarily heated by one of the following (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):
 - a. natural gas, propane or oil (a fireplace is not considered a primary heating system).
 - b. electricity (hard-wired electric heating systems such as electric baseboards, radiant ceilings, radiant floors, forced-air furnace/boiler, or heat pump).
 - c. wood or solid fuel heating system (wood or pellet stove, insert or furnace).
 7. Participants must pre-register and confirm eligibility prior to installing upgrades. Following pre-registration, eligible participants will receive an eligibility code.
 8. Organizations which are approved by the Province of British Columbia and which act to the benefit of other persons who meet the requirements defined in these Rebate Eligibility Requirements may also be accepted as Participants in the CleanBC Better Homes Income Qualified Program. Contact betterhomesbc@gov.bc.ca for pre-approval if this applies to you.
 9. All upgrades must be installed by a Registered Contractor, as defined by the **CleanBC Better Homes Income Qualified Program Registered Contractor Terms and Conditions**, that has been approved to install upgrades for the CleanBC Better Homes Income Qualified Program. To find a Registered Contractor, use the **Find a Contractor search tool** or email IncomeQualified@betterhomesbc.ca. Registered Contractors must comply with the **CleanBC Better Homes Income Qualified Program Registered Contractor Terms and Conditions**.
 10. 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 and Home Renovation Rebate Program** or **FortisBC's Income Qualified Space and Water Heating Rebate Program** for the same upgrade. Upgrade costs covered by warranty are not eligible for rebates. Financing or leasing agreement must result in full ownership (a copy of the agreement may be requested).
 11. Rebates can only be claimed once per upgrade, up to the maximum rebate amount.
 12. Utility accounts must be in the name of the resident and/or homeowner; utility accounts in the name of a strata corporation or landlord are not eligible.
 13. If you currently rent your home, the registered property owner must complete the **Landlord Consent Form** and return it to the participant to submit during pre-registration.

Note: Additional Terms and Conditions apply. Visit betterhomesbc.ca/income-qualified for full details.

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INSULATION

Rebate requirements:

1. New insulation must be:
 - a. batt, loose fill, board or spray foam.
 - b. installed in accordance with the **Best Practice Guide Air Sealing and Insulation Retrofits for Single Family Homes**.
 - c. installed to reduce heat loss/heat gain in the home (e.g. insulation for soundproofing or insulation in outbuildings is not eligible).
 - d. installed in an eligible location.
 - e. result in an increased R-value.
2. Pest infestations and rodent tunnels in the location of the insulation upgrade must be resolved. Your rebate application will not be processed until the issue had been resolved.
3. All upgrades must be installed by a Registered Contractor who is approved to install insulation for the CleanBC Income Qualified Program. Self-installations are not eligible.

Location of insulation upgrade	Minimum R-value of new insulation to be added	Rebate Maximum	
		Income Level 1	Income Level 2
Attic	R12	95% of eligible upgrade costs, up to a maximum of \$5,500 per home	60% of eligible upgrade costs, up to a maximum of \$5,500 per home
Exterior wall cavity	R12		
Exterior wall sheathing	R3.8		
Basement/crawlspace	R10		
Other (exposed floor, floor over crawlspace, basement header)	R20		

Supporting documentation:

1. Invoice (**see sample invoice for requirements**), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's eligibility code and the Rebate Eligibility Requirements.

Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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WINDOWS AND DOORS

Rebate requirements:

- The new windows and/or doors must:
 - replace existing windows and doors in the building envelope of the home between an unheated space (e.g. outdoors) and a heated space (e.g. indoors).
 - skylights are not eligible for a rebate.
 - be listed with one of the following certification bodies:
 - Canadian Standards Association (CSA)
 - Intertek Canada (Intertek)
 - Labtest Certification (LC)
 - QAI Laboratories (QAI)
 - Keystone Certification (KC)
 - National Fenestration Ratings Council (NFRC)
- The number of windows and/or doors eligible for rebates is based on the number of Rough Openings ("RO") in which the windows or doors were replaced. Each RO is counted as one window and/or door. A bay window, which may be made up of several window sections, is regarded as one RO. Each bay window will qualify for one rebate.
- All upgrades must be installed by a Registered Contractor who is approved to install windows and doors for the CleanBC Income Qualified Program. Self-installations are not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Windows/Doors*	Install eligible window/doors with a U-factor of 1.22 (W/m ² -K) or less	95% of eligible upgrade costs, up to a maximum of \$9,500 per home; \$950 per window or door	60% of eligible upgrade costs, up to a maximum of \$9,500 per home; \$950 per window or door

*Homes within the City of Vancouver municipal boundary are not eligible for windows/doors rebates.

Supporting documentation:

- Invoice (see [sample invoice for requirements](#)), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.
- A photo of a manufacturer label from each installed window/door.

Deadlines:

- The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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AIR SOURCE HEAT PUMP (CONVERT FROM ELECTRIC)

Rebate requirements:

1. The home must primarily be heated by electricity (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).
2. The new heat pump must:
 - a. 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 be electric.
 - b. be sized to function as the primary heating system of the home.
 - c. serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
 - d. have an AHRI certified reference number that references all components of the heat pump.
 - e. be listed as a qualifying system on the **Qualified Heat Pump Product List**.
 - f. be installed in accordance with the **Heat Pump Best Practices Installation Guide for Existing Homes**.
3. Replacing an existing, functioning heat pump or adding a head to an existing heat pump are not eligible.
4. Emergency replacements of broken electrical space heating systems are eligible.
5. Heat pumps with a maximum static pressure of less than 0.6" Water Column (WC) are considered ductless mini-split or ductless multi-split systems.
6. All upgrades must be installed by a Registered Contractor who is approved to install heat pumps for the CleanBC Income Qualified Program. Self-installations are not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Ductless mini-split heat pump	<ol style="list-style-type: none"> 1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) or SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV) 2. Variable speed compressor 3. Minimum capacity of 12,000 BTU (1 ton) 	95% of eligible upgrade costs, up to a maximum of \$5,000 per home	60% of eligible upgrade costs, up to a maximum of \$5,000 per home
Ductless multi-split heat pump	<ol style="list-style-type: none"> 1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) or SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV) 2. Variable speed compressor 3. Minimum capacity of 12,000 BTU (1 ton) 4. Must install a minimum of two indoor head units 	Maximum one primary space heating system rebate per home, regardless of the number of systems installed	Maximum one primary space heating system rebate per home, regardless of the number of systems installed
Central ducted heat pump	<ol style="list-style-type: none"> 1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) or SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV) 2. Variable speed compressor 3. Minimum capacity of 12,000 BTU (1 ton) 		

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Supporting documentation:

1. Invoice (**see sample invoice for requirements**), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.

Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit betterhomesbc.ca/income-qualified for full details.

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AIR SOURCE HEAT PUMP (CONVERT FROM WOOD)

Rebate requirements:

1. The home must primarily be 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.
2. The new heat pump must:
 - a. be sized to function as the primary heating system of the home.
 - b. serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
 - c. have an AHRI certified reference number that references all components of the heat pump.
 - d. be listed as a qualifying system on the **Qualified Heat Pump Product List**.
 - e. be installed in accordance with the **Heat Pump Best Practices Installation Guide for Existing Homes**.
3. The back-up heating system must be wood or electric. Fossil fuel back-up systems (e.g. dual fuel ducted heat pumps or standalone fossil fuel heating systems) are not eligible for wood-to-heat pump upgrades.
4. The existing wood or solid fuel heating system may be retained in safe and working order or removed in accordance with all applicable laws.
5. Replacing an existing, functioning heat pump or adding a head to an existing heat pump are not eligible.
6. Emergency replacement of a broken wood or solid fuel space heating system is eligible if it is removed.
7. Heat pumps with a maximum static pressure of less than 0.6" Water Column (WC) are considered ductless mini-split or ductless multi-split systems.
8. All upgrades must be installed by a Registered Contractor who is approved to install heat pumps for the CleanBC Income Qualified Program. Self-installations are not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Ductless mini-split heat pump	<ol style="list-style-type: none"> 1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) or SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV) 2. Variable speed compressor 3. Minimum capacity of 12,000 BTU (1 ton) 	95% of eligible upgrade costs, up to a maximum of \$5,000 per home	60% of eligible upgrade costs, up to a maximum of \$5,000 per home
Ductless multi-split heat pump	<ol style="list-style-type: none"> 1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) or SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV) 2. Variable speed compressor 3. Minimum capacity of 12,000 BTU (1 ton) 4. Must install a minimum of two indoor head units 	Maximum one primary space heating system rebate per home, regardless of the number of systems installed	Maximum one primary space heating system rebate per home, regardless of the number of systems installed
Central ducted heat pump	<ol style="list-style-type: none"> 1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) or SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV) 2. Variable speed compressor 3. Minimum capacity of 12,000 BTU (1 ton) 		

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Supporting documentation:

1. Invoice (**see sample invoice for requirements**), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.
2. Before and after photos of the wood or solid fuel heating system if it is removed.
3. 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.
 - a. 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.

Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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AIR SOURCE HEAT PUMP (CONVERT FROM FOSSIL FUEL)

Rebate requirements:

1. The home must be primarily heated by fossil fuel (oil, propane or natural gas). 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. A fireplace is not considered a primary heating system.
2. The new heat pump must:
 - a. be sized to function as the primary heating system for the home.
 - b. serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
 - c. replace the existing fossil fuel heating system and all fossil fuel heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed in accordance with all applicable laws.
 - d. have an AHRI certified reference number that references all components of the heat pump.
 - e. be listed as a qualifying system on the **Qualified Heat Pump Product List**.
 - f. be installed in accordance with the **Heat Pump Best Practices Installation Guide for Existing Homes**.
3. Emergency replacement of broken fossil fuel space heating systems are eligible.
4. Homes in Non-Integrated Areas of the electricity grid must contact betterhomebc@gov.bc.ca for pre-approval prior to installation.
5. Heat pumps with a maximum static pressure of less than 0.6" Water Column (WC) are considered ductless mini-split or ductless multi-split systems.
6. All upgrades must be installed by a Registered Contractor who is approved to install heat pumps for the CleanBC Income Qualified Program. Self-installations are not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Ductless mini-split heat pump	<ol style="list-style-type: none"> 1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) <u>or</u> SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV) 2. Variable speed compressor 3. Minimum capacity of 12,000 BTU (1 ton) 	95% of eligible upgrade costs, up to a maximum of \$9,500 per home	60% of eligible upgrade costs, up to a maximum of \$9,500 per home
Ductless multi-split heat pump	<ol style="list-style-type: none"> 1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) <u>or</u> SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV) 2. Variable speed compressor 3. Minimum capacity of 12,000 BTU (1 ton) 4. Must install a minimum of two indoor head units 	Maximum one primary space heating system rebate per home, regardless of the number of systems installed	Maximum one primary space heating system rebate per home, regardless of the number of systems installed
Central ducted heat pump	<ol style="list-style-type: none"> 1. SEER ≥ 16.0, HSPF ≥ 10.0 (Region IV) <u>or</u> SEER2 ≥ 15.2, HSPF2 ≥ 8.5 (Region IV) 2. Variable speed compressor 3. Minimum capacity of 12,000 BTU (1 ton) 		

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Supporting documentation:

1. Invoice (**see sample invoice for requirements**), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.
2. Proof of fossil fuel (oil, propane or natural gas) system removal. One of the following documents will be accepted:
 - a. local government permit or inspection report, which must include:
 - i. date of inspection.
 - ii. address where inspection took place.
 - b. invoice from the removal company or heat pump installation company, which must include:
 - i. description of the work completed (e.g. the oil system, including oil tank, was removed according to applicable regulations and local government bylaws).
 - ii. date of removal.

Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

Note: Additional Terms and Conditions apply. Visit betterhomesbc.ca/income-qualified for full details.

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AIR SOURCE HEAT PUMP WITH FOSSIL FUEL BACK-UP (DUAL FUEL DUCTED HEAT PUMP)

Rebate requirements:

1. Home must be located in BC Building Code climate zone 5 or above (excluding Vancouver Island) to be eligible to install an air source heat pump with fossil fuel back-up (dual fuel ducted heat pump).
2. The home must be primarily heated by propane or natural gas. 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. A fireplace is not considered a primary heating system.
3. The new heat pump must:
 - a. be sized to function as the primary heating system for the home.
 - b. serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
 - c. 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.
 - d. have the thermostat, outdoor temperature switch-over control or equipment control board set to 2°C for the duration of the product lifetime:
 - e. be sized to ensure it has the capacity to meet the home's 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).
 - f. be listed as an eligible system on **Qualified Heat Pump Product List**.
 - g. 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.
 - h. be installed in accordance with the **Heat Pump Best Practices Installation Guide for Existing Homes**.
4. A program approved heat load calculation is required 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. Program approved methodology can be found at betterhomesbc.ca/faqs/heat-load-calculations.
5. Emergency replacement of broken fossil fuel space heating systems are eligible.
6. Homes in Non-Integrated Areas of the electricity grid must contact betterhomesbc@gov.bc.ca for pre-approval prior to installation.
7. Homes primarily heated by oil are not eligible for an air source heat pump with fossil fuel back up when the existing oil furnace is retained with the following exception:
 - a. Homes in Northern B.C. (B.C. Building Code Climate Zone 6, 7A, 7B or 8) provided:
 - i. the indoor and outdoor unit(s) of the heat pump are 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 the outdoor unit and the indoor unit(s) of the heat pump, and the furnace model number is not needed.

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- ii. All oil heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be modified in accordance with all applicable laws. The oil furnace may still be used as a back-up heating source.
8. All upgrades must be installed by a Registered Contractor who is approved to install heat pumps for the CleanBC Income Qualified Program. Self-installations are not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Dual fuel ducted heat pump	<ol style="list-style-type: none"> 1. SEER \geq 16.0, HSPF \geq 10.0 (Region IV) <u>or</u> SEER2 \geq 15.2, HSPF2 \geq 8.5 (Region IV) 2. Variable speed compressor not required 3. Minimum capacity of 12,000 BTU (1 ton) 	<p>95% of eligible upgrade costs, up to a maximum of \$9,500 per home</p> <p>Maximum one primary space heating system rebate per home, regardless of the number of systems installed</p>	<p>60% of eligible upgrade costs, up to a maximum of \$9,500 per home</p> <p>Maximum one primary space heating system rebate per home, regardless of the number of systems installed</p>

Supporting documentation:

1. Invoice (**see sample invoice for requirements**), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant’s income level and the Rebate Eligibility Requirements.
2. Proof of fossil fuel (oil, propane or natural gas) system removal or modification (as applicable for the upgrade). One of the following documents will be accepted:
 - a. local government permit or inspection report, which must include:
 - i. date of inspection.
 - ii. address where inspection took place.
 - b. invoice from the removal or modification company or heat pump installation company, which must include:
 - i. description of work completed pertaining to removal or modification, as applicable for the upgrade.
 - ii. date of removal or modification.
3. Copy of the heat load calculation based on program-approved methodology found at betterhomesbc.ca/faq/heat-load-calculations.

Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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AIR-TO-WATER HEAT PUMP (CONVERT FROM ELECTRIC OR FOSSIL FUEL)

Rebate requirements:

1. The home must be primarily heated by fossil fuel (oil, propane or natural gas) or electricity. 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. A fireplace is not considered a primary heating system.
2. The new air-to-water heat pump must:
 - a. be sized to function as the primary heating system for the home.
 - b. serve a main living area (e.g. family room, living room or open-concept kitchen-living room).
 - c. be listed as an eligible system on the **Air-to-Water and Combined Heat Pump Qualifying Product List**.
 - d. be installed in accordance with the **Heat Pump Best Practices Installation Guide for Existing Homes**.
3. If the new air-to-water heat pump replaces a fossil fuel heating system, all the fossil fuel heating equipment (piping, appliances, fuel containers, vents and associated infrastructure) must be removed in accordance with all applicable laws.
4. Emergency replacement of broken space heating systems are eligible.
5. If the new air-to-water heat pump replaces a fossil fuel heating system, homes in Non-Integrated Areas of the electricity grid must contact betterhomesbc@gov.bc.ca for pre-approval prior to installation.
6. 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.
7. All upgrades must be installed by a Registered Contractor who is approved to install heat pumps for the CleanBC Income Qualified Program. Self-installations are not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Air-to-water heat pump (space heating only, convert from fossil fuel)	Must be listed on the air-to-water and combined heat pump qualifying product list	95% of eligible upgrade costs, up to a maximum of \$9,500 per home Maximum one primary space heating rebate per home, regardless of the number of systems installed	60% of eligible upgrade costs, up to a maximum of \$9,500 per home Maximum one primary space heating rebate per home, regardless of the number of systems installed
Air-to-water heat pump (space heating only, convert from electric)	Must be listed on the air-to-water and combined heat pump qualifying product list	95% of eligible upgrade costs, up to a maximum of \$5,000 per home Maximum one primary space heating rebate per home, regardless of the	60% of eligible upgrade costs, up to a maximum of \$5,000 per home Maximum one primary space heating rebate per home, regardless of the

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		number of systems installed	number of systems installed
Combined space and water heat pump (space and domestic hot water heating, convert from fossil fuel)	Must be listed on the air-to-water and combined heat pump qualifying product list	95% of eligible upgrade costs, up to a maximum of \$13,000 per home Maximum one primary space and water heating rebate per home, regardless of the number of systems installed	60% of eligible upgrade costs, up to a maximum of \$13,000 per home Maximum one primary space and water heating rebate per home, regardless of the number of systems installed
Combined space and water heat pump (space and domestic hot water heating, convert from electric)	Must be listed on the air-to-water and combined heat pump qualifying product list	95% of eligible upgrade costs, up to a maximum of \$8,500 per home Maximum one primary space and water heating rebate per home, regardless of the number of systems installed	60% of eligible upgrade costs, up to a maximum of \$8,500 per home Maximum one primary space and water heating rebate per home, regardless of the number of systems installed

Supporting documentation:

1. Invoice (see **air-to-water heat pump sample invoice** and **combined space and water pump sample invoice** for requirements), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.
2. Proof of fossil fuel (i.e. oil, propane or natural gas) system removal if the heat pump replaced a fossil fuel heating system. One of the following documents will be accepted:
 - a. local government permit or inspection report, which must include:
 - i. date of inspection.
 - ii. address where inspection took place.
 - b. invoice from the removal company or heat pump water heater installation company, which must include:
 - i. description of work completed (e.g. the gas water heater was removed according to applicable regulations and local government bylaws).
 - ii. date of removal.

Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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HEAT PUMP WATER HEATER

Rebate requirements:

1. The existing water heater being replaced must be the home's primary water heater.
2. Eligible systems are listed as Tier 2 or higher on NEEA's **Advanced Water Heater Specification Qualified Products List for Heat Pump Water Heaters**.
3. If the new heat pump water heater replaces a fossil fuel water heating system, 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.
4. If the new heat pump water heater replaces a fossil fuel water heating system, homes in Non-Integrated Areas of the electricity grid must contact betterhomesbc@gov.bc.ca for pre-approval prior to installation.
5. Replacing an existing, functioning heat pump water heater is not eligible.
6. Emergency replacement of broken water heating systems are eligible.
7. All upgrades must be installed by a Registered Contractor who is approved to install heat pumps for the CleanBC Income Qualified Program. Self-installations are not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Heat pump water heater	Must be listed as Tier 2 or higher on NEEA's Advanced Water Heater Specification Qualified Products List for Heat Pump Water Heaters	95% of eligible upgrade costs, up to a maximum of \$3,500 per home Maximum one primary water heating system rebate per home, regardless of the number of systems installed	60% of eligible upgrade costs, up to a maximum of \$3,500 per home Maximum one primary water heating system rebate per home, regardless of the number of systems installed

Supporting documentation:

1. Invoice (**see sample invoice for requirements**), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.
2. Proof of gas water heater removal if the heat pump water heater replaced a fossil fuel water heating system. One of the following documents will be accepted:
 - a. local government permit or inspection report, which must include:
 - i. date of inspection.
 - ii. address where inspection took place.
 - b. invoice from the removal company or heat pump water heater installation company, which must include:
 - i. description of work completed (e.g. the gas water heater was removed according to applicable regulations and local government bylaws).
 - ii. date of removal.

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Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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ELECTRICAL SERVICE UPGRADE

Rebate requirements:

1. Only homes that convert from a fossil fuel (oil, propane or natural gas) primary space and/or water heating system to a heat pump through the CleanBC Income Qualified Program are eligible. 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.
2. The service upgrade (new wire) is for upgrading to 100, 200 or 400-amp service to an existing home and must be installed within six months of the heat pump installation.
3. 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.
 - f. labour.
4. To be eligible for the electrical service upgrade the electrician and/or heat pump contractor completing the electrical service upgrade must manage the line upgrade with the electrical utility (BC Hydro or FortisBC) that the home is connected to. This includes the contractor being billed by the utility for the line upgrade and submitting the invoice for all work completed by the contractor and the utility on one invoice. See the sample invoice below and for guidance contact IncomeQualified@betterhomesbc.ca.
5. All upgrades must be installed by a Registered Contractor who is approved to complete electrical service upgrades for the CleanBC Income Qualified Program. Self-installations are not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Electrical service upgrade	Must be switching from a fossil fuel primary space or water heating system to heat pump	95% of eligible upgrade costs, up to a maximum of \$3,500 per home Maximum of one electrical service upgrade per home	60% of eligible upgrade costs, up to a maximum of \$3,500 per home Maximum of one electrical service upgrade per home

Supporting documentation:

1. Utility bill or invoice for the electrical service upgrade (100, 200, or 400 amp service) (**see sample invoice for requirements**), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.

Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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HEALTH AND SAFETY

Rebate requirements:

1. Remediation must be:
 - a. for existing health and safety issues in the home.
 - b. required to enable the safe installation and operation of a CleanBC Income Qualified Program rebate-eligible heat pump, heat pump water heater, insulation, or windows/doors upgrade.
 - c. completed in association with an eligible heat pump, heat pump water heater, insulation, or windows/doors upgrade. Rebates will not be paid for health and safety remediation on its own.
 - d. completed 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, and requirements of Technical Safety BC.
 - e. confirmed as rebate-eligible prior to beginning remediation. For confirmation, contact IncomeQualified@betterhomesbc.ca.
2. All upgrades must be completed by a Registered Contractor who is approved to complete health and safety remediation for the CleanBC Income Qualified Program. Self-remediation is not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Health and safety	Must be used to remediate pest, asbestos, structural and/or mould issues to enable the installation of a heat pump, heat pump water heater, insulation or window/door upgrade	95% of eligible upgrade costs, up to a maximum of \$800 per home	60% of eligible upgrade costs, up to a maximum of \$800 per home

Supporting documentation:

1. Invoice (**see sample invoice for requirements**), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.
2. Before and after photos of the health and safety issue that was remediated.

Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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VENTILATION

Rebate requirements:

1. Ventilation upgrades must:
 - a. be installed in association with a CleanBC Income Qualified Program rebate-eligible heat pump, heat pump water heater, insulation, or windows/doors upgrade. Rebates will not be paid for ventilation upgrades on their own.
 - b. result in improved air circulation in the home.
2. Heat/energy recovery ventilators must meet the following requirements:
 - a. heat/energy recovery ventilators must be ENERGY STAR® certified and listed on Natural Resource’s Canada’s searchable **product list**.
 - b. be installed in accordance with the **BC Housing Heat Recovery Ventilation Guide for Houses**.
 - c. emergency replacement of a broken heat/energy recovery ventilator is eligible.
3. Bathroom fan systems must meet the following requirements:
 - a. fans must be ENERGY STAR® certified and listed on the US Environmental Protection Agency and US Department of Energy’s searchable **product list**.
 - b. fans must be ducted directly to the outside of the premises and at least one fan must be installed in the main bathroom, which contains a bathtub and/or shower.
 - c. fans must have a capacity of at least 85 cfm (40 L/s), at static pressure of 50 pa (0.2” w.c.).
 - d. fans must be rated for continuous duty and equipped with permanently lubricated motors.
 - e. fans must be equipped with self-closing backdraft damper to prevent air flow during “off” periods.
 - f. ducts must be sealed at joints with duct sealer or aluminum duct sealing tape.
 - g. ducts must be insulated to minimum R4 (RSI 0.75) if exhausting warm air through unheated spaces.
 - h. duct hoods should be screened with ¼” (6 mm) to ½” (12 mm) mesh, of corrosion-resistant material to shield from weather, birds and rodents.
4. All upgrades must be installed by a Registered Contractor who is approved to install ventilation upgrades for the CleanBC Income Qualified Program. Heat/energy recovery ventilators must be installed by a licensed heating, ventilation and air conditioning (HVAC) contractor. Self-installations are not eligible.

Upgrade	Requirements	Rebate Maximum	
		Income Level 1	Income Level 2
Ventilation	Must be used to install an eligible heat/energy recovery ventilator or bathroom fan system to improve air circulation in the home. Participant must be completing a heat pump, heat pump water heater, insulation or window/door upgrade.	95% of eligible upgrade costs, up to a maximum of \$1,600 per home	60% of eligible upgrade costs, up to a maximum of \$1,600 per home

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Supporting documentation:

1. Invoice (**see sample invoice for requirements**), which must show the itemized CleanBC rebate and deduct the CleanBC rebate from the total amount owed by the participant. The rebate must be accurately calculated in accordance with the participant's income level and the Rebate Eligibility Requirements.

Deadlines:

1. The rebate application and supporting documentation must be submitted by the Registered Contractor within six (6) months of the invoice date.

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