

Provincial & Utility Rebates Overview

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What rebates are available for customers in BC?

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Rebates in BC

There are multiple ways for customers to save on their retrofit projects

APPLICATION #1	APPLICATION #2	APPLICATION #3
<p>1 Provincial rebates offered through BC Hydro, FortisBC and CleanBC</p> <p>2 Municipal rebates funded by participating cities</p>	<p>3 Rebates for income qualified customers</p>	<p>4 Canada Greener Homes Loan offered through the Government of Canada</p>

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How do I know if my customer is eligible?

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Rebate Eligibility Requirements

In order to qualify for the provincial and municipal top-up rebates, customers must:

- Be a FortisBC or BC Hydro residential customer
- Live in a home that is a year-round primary residence, that is at least 12 months old
- Live in an eligible home type
 - Single family detached dwelling, including legal individually metered secondary suites
 - Mobile home on permanent foundation
 - Row/townhouse, duplex
- Install a product that meets the program requirements (QPL for heat pumps)
- Install the product according to the best practice installation guides
- Invoice must include all required information.
- Meet all additional upgrade requirements as per rebate requirements document

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What are the best practice installation guides?

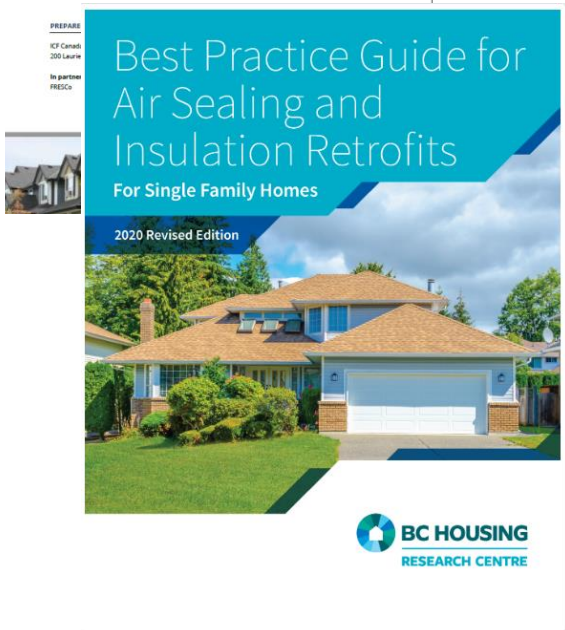
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Installation Best Practices



HEAT PUMP BEST PRACTICES
INSTALLATION GUIDE FOR EXISTING HOMES



- Developed in partnership with industry experts
- Outline the best practices for installation of heat pumps and insulation
- Contractors must review the guide prior to installing any rebate eligible products for customers.
- It is a program requirement that heat pumps and insulation are being installed following the best practice guides.
- If not, customers will not qualify for rebates.
- The best practice guides can be found at **homeperformance.ca/resources/**

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What if program requirements aren't met?

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Exception process

- When an exception is identified it should always be asked before the upgrade is completed
- Ask for permission, not forgiveness
- We will not provide exceptions for program required details
 - Coil only dual fuel heat pumps
 - Boiler decommissioning – Must meet requirements
 - Heat pumps not on the QPL
- Risk putting the homeowner in a situation where a rebate will not be granted
- Risk your company's registration in programs (IQP)

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What installation verification is done?

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Installation site visits

- A site visit may be conducted before a customer's application is processed.
- Site visits check to ensure:
 - The installation was done according to the best practice guidelines
 - The equipment installed meets program requirements
 - The equipment installed matches what is shown on the invoice
- Customers will be contacted directly by a program representative to arrange an appointment for the site visit.
- Contractors do not need to be present during the site visit.

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Installation issues

- Contractors will be contacted directly by a program representative if the site visit has uncovered installation best practice issues.
- Contractors are given 30 days to remediate the issue and provide picture proof of completion.
- Any issues not resolved will result in a declined application and reporting of the contractor to the Home Performance Stakeholder Council.

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**Is there training available
to learn more about the
rebate program and
requirements?**

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Rebate Training

- Rebate training has been delivered historically through online webinars twice a year. Contractors are invited via email.
- Later this year, we will be launching an online module for rebate training.
- It will be a requirement for contractors to complete the rebate training yearly.
- Contractors will be notified when it is ready.

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Contractor support

You can contact any of the following rebate providers:

BC Hydro

alliance@bchydro.com

bchydro.com/homerebates

CleanBC

betterhomes@gov.bc.ca

betterhomesbc.ca

FortisBC

qualityinstalls@fortisbc.com

fortisbc.com/rebates

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