

Provincial & Utility Rebates Overview

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Available Rebates in BC

1 - Better Homes and Home Renovation Rebate Program

- Not an income qualified program
- Provides rebates for heat pumps (all electric and dual fuel), heat pump hot water heaters, insulation and windows.
- Partnership between the province and utilities (BC Hydro and FortisBC)
- Municipal top-up rebates may apply for some upgrades

2 - CleanBC Energy Savings Program

- Requires registration and must meet income requirements
- Provides rebates for heat pumps, insulation and windows.
- Funded by the province and BC Hydro

3 - Canada Greener Homes Loan program through the Government of Canada

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Year in review

Better Homes and Home Renovation Rebate Program

Measure	Total applications processed
All Electric Heat Pumps	4,946
Dual Fuel Heating Systems	5,528
Windows/doors	1,637
Insulation	3,477
Electric Service Upgrades	471

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Year in review

CleanBC Energy Savings Program

Measure	Total applications processed
Heat Pumps	4,004
Heat Pump Water Heaters	173
Windows/doors	1,152
Insulation	1,567
Electric Service Upgrades	532

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Changes to Rebates in BC

- Provincial and utility rebates are not ending, however there are program changes.
- Contractors are notified via email of any changes are made to rebate programs, and program webpages are updated accordingly.
- There have been changes to heat pump rebates in the Better Homes and Home Renovation Rebate Program
 - Changes to eligibility requirements and rebate values for heat pump upgrades in electric heated homes (May 1, 2025)
 - Changes to rebate values for dual fuel heating system upgrades in natural gas and propane heated homes (May 1, 2025)
 - An end to all electric heat pump rebates for natural gas, oil and propane heated homes (April 11, 2025)

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Better Homes and Home Renovation Rebate Program

Rebate Eligibility Requirements

To qualify for the provincial 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
- Meet program eligibility requirements

Contractor must:

- Install the product according to the best practice installation guides
- Invoice must include all required information.
- Meet all upgrade requirements that pertains to the specific program or upgrade, as per program rebate requirements document

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CleanBC Energy Savings Program

Rebate Eligibility Requirements

To qualify for the provincial customers must:

- Pre-register and receive their eligibility code and opportunity report before receiving quotes or completing upgrades
- Meet income and property value requirements
- 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
- Meet all additional upgrade requirements that pertains to the specific program or upgrade, as per program rebate requirements document

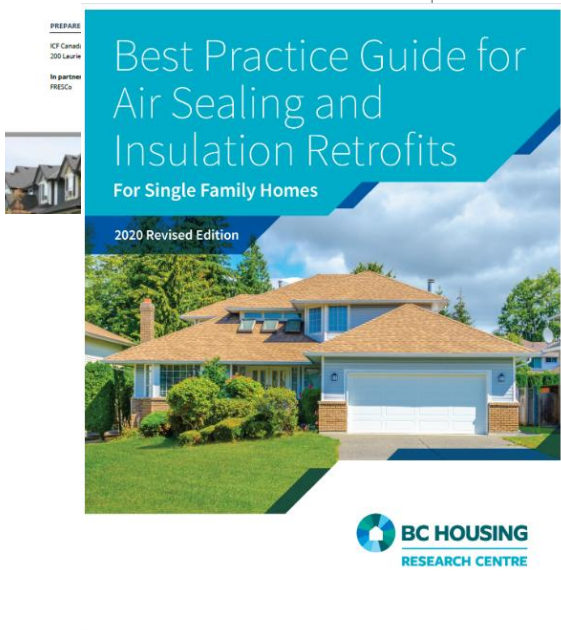
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Installation Best Practices



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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Requesting exceptions when program requirements cannot be met

- When an issue or concern that may require an exceptions is identified, contractors or homeowners must receive an exception before the upgrade is completed
- We will not provide exceptions for program requirements, such as:
 - Income thresholds
 - Property value requirement
 - Products not meeting rebate requirements
- If an upgrade is completed that does not meet eligibility requirements it risks putting the homeowner in a situation where a rebate will not be granted

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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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Site Visit 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.
- Contractors who have repeated issues may be flagged for a higher percentage of inspections.

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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 annually.
- Contractors will be notified when it is ready.

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Regulatory Conditions & Demand Side Management

- Utilities must seek approval from the BC Utilities Commission (BCUC) for expenditures related to its energy efficiency and conservation programs, also known as Demand Side Management (DSM).
- This is a transparent, public process.
- Provincially funded rebates programs are designed to
 - Help participants achieve energy efficient upgrades they may not otherwise be able to achieve.
 - Help the energy efficiency market transition to the best available technology and upgrades.
- Program may change or close at any time.
- Registered companies should not solely rely on rebate programs to achieve success.

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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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