Frequently asked questions

1. How is the Commercial Express Program different from the Custom Lite Program?

CleanBC Commercial Express is intended to facilitate smaller electrification retrofit opportunities across the commercial and institutional building sector in the province. There is no minimum greenhouse gas (GHG) reduction threshold required to participate and an energy study is not required. Commercial Express will complement the existing Better Buildings Custom–Lite program which requires savings that are between 500 and 1,200 tCO2e of measure lifetime savings and the Custom program that requires at least 1,200 tCO2e of measure lifetime savings for each project.

2. Is this a BC Hydro program?

No, the program is funded by the Province of British Columbia. BC Hydro's is the program administrator.

3. What building types are eligible for the program?

The buildings must be one of the following:

- Office Buildings ~22,000 ft2, 2,000 m^2
- Community Centres ~5,000 ft2, 465 m^2
- Hospital Services ~11,000 ft2, 1,000 m^2
- Multi–Unit Residential Buildings (MURB) and common areas ~140,000 ft^2, 13,000 m^2
- Strip Mall Retail ~3,700 ft2, 340 m^2
- Big Box Retail ~75,000 ft2, 7,000 m^2
- Warehouse ~13,000 ft2, 1,200 m^2
- Restaurant ~5,400 ft2, 500 m^2
- School Gym ~7,500 ft2, 700 m^2
- Classroom ~24,000 ft2, 2,200 m^2

*Area (m^2) listed above is for guidance only and is not a program requirement.

4. What if my building type is not on the list of eligible building types?

If your building is not listed please contact the **Small Buildings Energy Coach** or your BC Hydro Key Account Manager to discuss.

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5. What measures/equipment qualify for Commercial Express Incentives?

The following building types and electrification measures qualify for incentives:

Eligible existing equipment	Eligible electrification measure	Performance requirement	Eligible product lists
Mid-size office			
Packaged rooftop dedicated outdoor air unit with gas-fired heating serving fan coil units Fan coil units with heating water provided by a central gas-fired boiler and chilled water provided by an air-cooled chiller	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating	**NECB 2020** Table 5.2.12.1-A Gas supplemental heating must have a thermal efficiency ≥ 80%; and only enabled to operate at ambient temperatures below −3°C	**NRCan searchable product list**
Gas-fired water heater for domestic hot water	Air-to-water heat pump serving hot water and chilled water loop	**NECB 2020** Table 5.2.12.1-A	**NRCan searchable product list**
	Very high efficiency dedicated outdoor air system: Centralized high efficiency heat recovery ventilator (HRV/ERV) fully decoupled from heating and cooling; Decentralized air source variable refrigerant flow (VRF) heat pump	HRV/ERV: SRE ≥ 82% see compliant product list VRF: **NECB 2020** Table 5.2.12.1-I	**Equipment and Design Best Practices for Optimal Energy Efficiency** **HRV: Compliant product list**
	Domestic hot water: Heat pump water heater (HPWH) sized to meet the full load	Products must be certified for use in Canada	**Residential: ENERGY STAR product finder** **Northwest Energy Efficiency Alliance (NEEA) Residential Unitary HPWH qualified products list** **Commercial: ENERGY STAR Certified Commercial Water Heaters** **NEEA Commercial HPWH qualified products list**
	Domestic hot water: wastewater heat recovery with water source heat pump(s) sized to meet full load	Products must be certified for use in Canada	N/A

Eligible existing equipment	Eligible electrification measure	Performance requirement	Eligible product lists
Small office			
Packaged rooftop unit with gas–fired heating Gas–fired water heater for domestic hot water	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating	**NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C	**NRCan searchable product list**
	Very high efficiency dedicated outdoor air system: Centralized high efficiency heat recovery ventilator (HRV/ERV) fully decoupled from heating and cooling; Decentralized air source variable refrigerant flow (VRF) heat pump	HRV/ERV: SRE ≥ 82% see compliant product list VRF: **NECB 2020** Table 5.2.12.1–I	**Equipment and Design Best Practices for Optimal Energy Efficiency** **HRV: Compliant product list**
	Domestic hot water: Heat pump water heater sized to meet the full load	Products must be certified for use in Canada	**Residential: ENERGY STAR product finder** **NEEA Residential Unitary HPWH qualified products list** **Commercial: ENERGY STAR Certified Commercial Water Heaters** **NEEA Commercial HPWH qualified products list**
	Domestic hot water: wastewater heat recovery with water source heat pump(s) sized to meet full load	Products must be certified for use in Canada	N/A

Eligible existing equipment	Eligible electrification measure	Performance requirement	Eligible product lists
Strip mall retail			
Packaged rooftop unit with gas–fired heating Gas–fired water heater for domestic hot water	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating	**NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C	**NRCan searchable product list**
	Very high efficiency dedicated outdoor air system: Centralized high efficiency heat recovery ventilator (HRV/ERV) fully decoupled from heating and cooling mini–split heat pumps	HRV/ERV: SRE ≥ 82% see compliant product list Mini–Split Heat Pumps: See CleanBC Better Homes Heat Pump Rebate eligible product list	**Equipment and Design Best Practices for Optimal Energy Efficiency** **HRV: Compliant product list** **Mini–Split: CleanBC Better Homes QPL**
	Domestic hot water: heat pump water heater sized to meet full load	Products must be certified for use in Canada	**Residential: ENERGY STAR product finder** **NEEA Residential Unitary HPWH qualified products list** **Commercial: ENERGY STAR Certified Commercial Water Heaters** **NEEA Commercial HPWH qualified products list**
	Domestic hot water: wastewater heat recovery with water source heat pump(s) sized to meet full load	Products must be certified for use in Canada	N/A

Eligible existing equipment	Eligible electrification measure	Performance requirement	Eligible product lists
Big box retail			
Packaged rooftop unit with gas–fired heating Gas–fired water heater for domestic hot water	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating	**NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C	**NRCan searchable product list**
	Very high efficiency dedicated outdoor air system: Centralized high efficiency heat recovery ventilator (HRV/ERV) fully decoupled from heating and cooling; Decentralized air source variable refrigerant flow (VRF) heat pump	HRV/ERV: SRE ≥ 82% see compliant product list VRF: **NECB 2020** Table 5.2.12.1–I	**Equipment and Design Best Practices for Optimal Energy Efficiency** **HRV: Compliant product list**
	Domestic hot water: heat pump water heater sized to meet full load	Products must be certified for use in Canada	**Residential: ENERGY STAR product finder** **NEEA Residential Unitary HPWH qualified products list** **Commercial: ENERGY STAR Certified Commercial Water Heaters** **NEEA Commercial HPWH qualified products list**
	Domestic hot water: wastewater heat recovery with water source heat pump(s) sized to meet full load	Products must be certified for use in Canada	N/A

Eligible existing equipment	Eligible electrification measure	Performance requirement	Eligible product lists
Warehouse			
Packaged rooftop unit with gas–fired heating Gas–fired water heater for domestic hot water	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating	**NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C	**NRCan searchable product list**
	Very high efficiency dedicated outdoor air system: Centralized high efficiency heat recovery ventilator (HRV/ERV) fully decoupled from heating and cooling; Decentralized air source variable refrigerant flow (VRF) heat pump	HRV/ERV: SRE ≥ 82% see compliant product list VRF: **NECB 2020** Table 5.2.12.1–I	**Equipment and Design Best Practices for Optimal Energy Efficiency** **HRV: Compliant product list**
	Domestic hot water: heat pump water heater sized to meet full load	Products must be certified for use in Canada	**Residential: ENERGY STAR product finder** **NEEA Residential Unitary HPWH qualified products list** **Commercial: ENERGY STAR Certified Commercial Water Heaters** **NEEA Commercial HPWH qualified products list**
Restaurant			
Packaged rooftop unit with gas–fired heating Gas–fired water heater for domestic hot water Electric water heater for dishwasher booster Gas cooktop	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating	**NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C	**NRCan searchable product list**

Eligible existing equipment	Eligible electrification measure	Performance requirement	Eligible product lists
	Domestic hot water: heat pump water heater sized to meet the full load	Products must be certified for use in Canada	**Residential: ENERGY STAR product finder** **NEEA Residential Unitary HPWH qualified products list** **Commercial: ENERGY STAR Certified Commercial Water Heaters** **NEEA Commercial HPWH qualified products list**
	Domestic hot water: wastewater heat recovery with water source heat pump(s) sized to meet full load	Products must be certified for use in Canada	N/A
	Electrify food preparation equipment	Induction cooktop	N/A
School gym			
Packaged rooftop unit with gas–fired heating	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating Supplemental hydronic heating coil served by a mid efficiency (80%) gas fired boiler	**NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C	**NRCan searchable product list**
	Packaged rooftop unit equipped with an air source heat pump with gas supplemental heating and either integrated heat recovery or a dedicated heat/energy recovery ventilator (HRV/ERV) Supplemental hydronic heating coil served by a mid efficiency (80%) gas fired boiler	RTU: **NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C HRV/ERV: SRE ≥ 65%	**RTU: NRCan searchable product list**

Eligible existing equipment	Eligible electrification measure	Performance requirement	Eligible product lists
Classroom			
Packaged rooftop unit with gas–fired heating	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating	RTU: **NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C	**NRCan searchable product list**
	Packaged rooftop unit equipped with an air source heat pump, gas–fired supplemental heating coil and either integrated heat recovery or dedicated heat/ energy recovery ventilator (HRV/ERV)	RTU: **NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C HRV/ERV: SRE ≥ 65%	**RTU: NRCan searchable product list**
Multi–unit residential building (MURB)—High rise (5–13 storeys) Low rise (1–4 storeys)			
Packaged rooftop unit with gas–fired heating for corridor pressurization. Hydronic baseboard convectors connected to gas–fired boiler. Gas–fired water heater for domestic hot water	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating	**NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C	**RTU: NRCan searchable product list**
	Air–to–air mini–split heat pumps for heating and cooling (supplemental heating provided by existing hydronic baseboards)	Mini–Split: See Better Homes Heat Pump Rebate eligible product list Gas supplemental heating must only be enabled to operate at ambient temperatures below –3°C	**Mini–Split: CleanBC Better Homes QPL**
	In–suite packaged heat pump and in–suite HRV providing heating, cooling and ventilation (backup heating provided by existing hydronic baseboards) Rooftop unit downsized for reduced ventilation requirements	In–suite HP: Variable Capacity Packaged Terminal Heat Pump (PTHP) or Single Packaged Vertical Heat Pump (SPVHP) Gas supplemental heating must only be enabled to operate at ambient temperatures below –3°C HRV: ENERGY STAR Qualified	In–suite HP: N/A **HRV: searchable product list**

Eligible existing equipment	Eligible electrification measure	Performance requirement	Eligible product lists
	Domestic hot water: heat pump water heater sized to meet full load	Products must be certified for use in Canada	**Residential: ENERGY STAR product finder** **NEEA Residential Unitary HPWH qualified products list** **Commercial: ENERGY STAR Certified Commercial Water Heaters** **NEEA Commercial HPWH qualified products list**
	Domestic hot water: wastewater heat recovery with water source heat pump(s) sized to meet full load	Products must be certified for use in Canada	N/A
Community centre			
Gas-fired furnace, no cooling or direct ventilation. Gas-fired water heater for domestic hot water	Distributed mini-split or VRF heat pump for heating and cooling	Mini-split: See Better Homes Heat Pump Rebate eligible product list VRF: **NECB 2020** Table 5.2.12.1-I	**Mini-Split: CleanBC Better Homes QPL**
	Domestic hot water: heat pump water heater sized to meet full load	Products must be certified for use in Canada	**Residential: ENERGY STAR product finder** **NEEA Residential Unitary HPWH qualified products list** **Commercial: ENERGY STAR Certified Commercial Water Heaters** **NEEA Commercial HPWH qualified products list**
	Domestic hot water: wastewater heat recovery with water source heat pump(s) sized to meet full load	Products must be certified for use in Canada	N/A

Eligible existing equipment	Eligible electrification measure	Performance requirement	Eligible product lists
Hospital services			
Packaged rooftop unit with gas–fired heating and DX cooling coil; Gas–fired water heater for domestic hot water	Packaged rooftop unit equipped with an air source heat pump with gas or electric resistance for supplemental heating	**NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C	**NRCan searchable product list**
	Packaged rooftop unit equipped with an air source heat pump, heating coil and integrated heat recovery ventilator (HRV)	RTU: **NECB 2020** Table 5.2.12.1–A Gas supplemental heating must have a thermal efficiency ≥ 80% and only enabled to operate at ambient temperatures below –3°C HRV/ERV: SRE ≥ 65%	**NRCan searchable product list**
	Domestic hot water: heat pump water heater sized to meet full load	Products must be certified for use in Canada	**Residential: ENERGY STAR product finder** **NEEA Residential Unitary HPWH qualified products list** **Commercial: ENERGY STAR Certified Commercial Water Heaters** **NEEA Commercial HPWH qualified products list**
	Domestic hot water: wastewater heat recovery with water source heat pump(s) sized to meet full load	Products must be certified for use in Canada	N/A

6. What is the Commercial Express Program Application Form?

The Commercial Express Program application form is an Excel spreadsheet requiring information on the building and/or equipment, as well as relevant contact and project team information. By completing the Application form, both customers and the program administrator will be able to determine if there is a viable opportunity for Commercial Express Program incentives.

The completion of the Application form is mandatory for all customers wishing to apply for capital incentives. The Application form can be downloaded from the CleanBC Better Buildings Commercial Express Program website.

7. Do I need an energy study to receive Commercial Express Program Incentives?

No. Commercial Express does not require participants to submit an energy study for review. This differentiates the program from Custom or Custom–Lite program requirements for larger scale projects.

8. What if the consultant I want to work with is not a member of the BC Hydro Alliance of Energy Professionals?

While it is highly recommended that your consultant or contractor is a BC Hydro Alliance of Energy Professionals member, consultants and contractors are not required to be members . To find an Alliance member, please contact the **BC Hydro Alliance**.

9. What happens if my project requires an extension?

Projects receiving incentives will be expected to be completed within 9 months. If an extension is required, the request must be made to the Better Buildings Energy Coach or your Key Account Manager. BC Hydro will review the request and contact you regarding the decision.

10. If I have received Custom or Custom–Lite Incentives, am I still eligible for Commercial Express Program Incentives?

If you have already received Custom or Custom–Lite incentives, you are not eligible for further Commercial Express Program incentives on that project, but you can apply for different projects.

11. I have not received my pre–approval email to purchase my equipment but have time sensitive purchasing and budget decisions. Can I purchase my equipment before receiving my pre–approval email?

Equipment purchased before receiving the Pre–Approval email would be deemed ineligible for Commercial Express Program Incentives.

12 Will there be sufficient electricity to support my project?

An important consideration when exploring any electrification project is understanding potential building or localized capacity issues in the surrounding area. An electrical service upgrade may be required. This should be identified and explored by your contractor.

13. How many projects can I receive funding for?

Projects submissions are unlimited. At a parent company level you are eligible for a maximum of $750,000 of combined energy study and capital incentive funding from the Custom, Custom Lite and Commercial Express Programs. Funding can be spread across multiple projects and/or properties.

14. When can I expect to receive the incentive?

The incentive will be awarded at the end of the project when the equipment has been installed and is operational, and the applicable documentation and invoicing for the purchase of electrification equipment have been submitted.

15. Is there a site audit after the incentive is awarded?

A site audit is at the discretion of the program administrator. In the event that an audit reveals discrepancies between the installation and the information provided in the Application, the program at its sole discretion may amend the Application to reflect the findings of the Installation Inspection. (For example, where incented Electrification measures in the Application state natural gas serving as a back-up, these inspections must unequivocally reveal that Natural Gas is being used as a back-up)

16. Who is eligible to fill out the application form on behalf of the owner?

The application may be completed by the property manager, consultant, contractor, or tenant.

- Consultants or contractors can fill out the application on behalf of the owner; however, the application remains in the owners' name, thus all incentives are paid to the owner.
- Tenants may apply for incentives with permission from the building owner. The waiver found in the application form must be signed by the building owner. The Tenant pays for all the upgrades and the incentives are paid to the Tenant.
- The same tenant waiver form can be used if a property manager is applying on behalf of the strata and the meter is in the strata's name and payment is going to the property manager.

17. What if I want to install different and or multiple measures (equipment) at a site?

Depending on your building type, you will be able to install multiple types of equipment. For example, a restaurant could install 2 rooftop air-to-air heat pump mixed air units with electric backup serving the dining area and 1 air-to-water CO2 heat pump water heater and 1 electric induction cooking appliance.

18. What if the equipment is being installed in more than one building type?

The application allows for up to four different building types to be entered. If your project involves more than four types, a separate application must be submitted.

19. How are incentives calculated?

The Express program is prescriptive and results are based on extensive industry data which utilizes energy modelling analyzing with varying inputs including (but not limited to) building, equipment, area, geography, and operating use. These assumed results are reflected in the Schedule C (note the assumed incremental cost does not impact the incentive)

20. What are the steps and timeline to participate?

1. Once the application is reviewed and approved by BC Hydro, a pre-approval email is created and sent via email to you within 15 business days. Upon receipt of this you may order and purchase your equipment.
2. You have 9 months from the date of the Approval Email to complete and implement the project.
3. Upon completion of the project the customer will provide closing documentation: Schedule B and C, Reconciliation Spreadsheet, Equipment Specification, Invoicing, Photos and Proof of Payment.
4. BC Hydro will review and verify documentation in a timely manner to ensure accuracy and that all program conditions have been met.
5. If all conditions are met the incentive will be paid to the customer.

21. When will the incentive program end?

The program will continue at the discretion of the Province of British Columbia and project approvals will be subject to overall program funding availability.

This program is funded by the Province of British Columbia.

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