

Frequently asked questions

1. Is this a BC Hydro Program?

No, the Program is funded by the Province of British Columbia and Government of Canada. We are utilizing BC Hydro's expertise in serving as the Program Administrator.

2. What kind of measures qualify for CleanBC Custom Incentives?

1. Heat Recovery Chiller*
2. Air-to-Water Heat Pump
3. Air-to-Water Heat Pump Water Heater
4. Ground Source Heat Pump
5. Air-to-Air Rooftop Heat Pump
6. Water-to-Water Heat Pump
7. Exhaust Air Heat Recovery Heat Pump
8. Sewage Heat Recovery Heat Pump
9. Electric Boiler**
10. Electric Water Heater**
11. High-efficiency (>75%) HRV***
12. Air Source VRF
13. Water Source VRF

*Depending on the specific heat recovery chiller project circumstance, customers can first contact FortisBC to inquire about eligibility in its natural gas DSM program.

**Electric boiler only will be accepted if all other more efficient heat pump options are not feasible

***Stand Alone High Efficiency HRV projects should contact FortisBC first. If a HRV measure is combined with an all-electric heating system (i.e. VRF System) this project should apply for CleanBC Custom Incentives administered by BC Hydro.

3. If I have a heat recovery chiller project, which utility program should I apply for?

Which program you should apply for will depend on the specific project circumstance. While most circumstances will be eligible for the CleanBC Custom Incentives, the following examples would be eligible for FortisBC funding:

- Building cooling chillers that will be retrofitted with a heat recovery chiller that operates during simultaneous cooling/heating conditions during shoulder and summer seasons are eligible with FortisBC, however the building level natural gas consumption must remain >50% existing natural gas consumption following the retrofit

¹Projects with Gas Savings only, without incremental electric load should first contact Fortis BC about eligibility in its gas DSM program.

- Heat recovery chillers used as a supplemental heating source to a dominant gas or gas-based district energy heating system are eligible with FortisBC, however the building level natural gas consumption must remain > 50% existing natural gas consumption following the retrofit.

4. What is the Custom Workbook?

The Custom Workbook (“Workbook”) is an Excel Spreadsheet that helps customers and program administrators determine if there is viable opportunity within a building. The Workbook contains preliminary building and equipment information, project estimates, relevant project team information, and is mandatory for those seeking Custom Incentives. The Workbook is a free tool accessed through your BC Hydro Key Account Manager (KAM), and is filled out by the customer and/or consultant and is a requirement for program participation.

5. What assistance is provided for completing the Workbook?

The CleanBC Custom program offers funding supporting energy studies, which are used to complete the inputs of the Workbook. Energy studies provide detailed technical information, quantified energy information, and expected implementation costs, and help determine the most effective energy efficiency measure for implementation. CleanBC will support up to 50% of an energy study’s cost, up to a maximum of \$20,000. Any remaining balance will be funded by the customer. Energy studies must be completed by a registered member of the BC Hydro Alliance of Energy Professionals.

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

If the consultant you have chosen to work with is not an approved member of BC Hydro’s Alliance of Energy Professionals, the consultant may contact BC Hydro for assistance with gaining membership. After review and consent from BC Hydro, the application may continue moving forward while membership application is being completed.

7. What is energy benchmarking, and why am I required to sign up for Portfolio Manager?

Building energy benchmarking is the ongoing review of your organization's energy consumption to determine if your building's energy performance is getting better or worse. Natural Resources Canada (NRCan) supports building energy benchmarking through the ENERGY STAR Portfolio Manager, a free online tool developed by the US Environmental Protection Agency. Recipients of Custom Incentives are required to have a Portfolio Manager account containing the building where the incented measures will be implemented. Participants will also be required to share access to their Portfolio Manager in ‘Read Only’ mode with BC Hydro and the Ministry of Energy, Mines and Petroleum Resources’ (MEMPR) Program Administrator. This will enable program administrators to easily verify that your account has been properly set up before administering the incentive payment.

8. What happens if my project requires an extension?

Incentive projects will be expected to be completed within an 18-month timeframe. If an extension is required, the request must be made to your KAM. BC Hydro will assess the request and if approved will issue a one-time only extension of 6 months after the original expected project completion date as per the Incentive Agreement.

9. I have applied for additional funding through a third-party organization, will this affect the Capital Incentive funding I receive?

Yes. The total amount of 3rd Party funding would be subtracted from the original incremental cost applied to the original calculated incentive amount. This updated incremental cost would then be applied, and a new Incentive amount would be calculated. For example, if you have a project with a \$77,000 incremental cost, that will produce 2,829 tCO₂e of lifetime GHG savings, your maximum eligible incentive will be \$38,500 (50% of incremental cost). If you have received \$10,000 from a third-party towards that same project, the Custom incentive would be recalculated to \$33,500 (\$77,000 - \$10,000 = \$67,000 incremental cost). If you receive funding from CleanBC's gas conservation program administered by FortisBC, that technology will not be eligible for additional funding from this offer.

10. I have not received and signed my Capital Incentive Agreement but have time sensitive purchasing and budget decisions. Can I purchase these materials before finalizing my Incentive Agreement?

Equipment purchased before the finalizing of the Capital Incentive Agreement would be deemed ineligible for CleanBC Custom Incentives.

11. I've completed an energy study prior to applying for Custom Incentives. Is this study eligible for capital incentive funding?

Yes. An energy study completed prior to a CleanBC application or a study funded from a third-party can be eligible for Capital Incentive funding provided it meets the requirement in the Custom Workbook and is approved by BC Hydro. However, these studies are not eligible for CleanBC Energy Study funding.

12. Are demonstration projects eligible for Custom Incentives?

Demonstration projects use commercially available technologies that are not widely used in BC or are relatively new on the market. Demonstration projects may be considered for Custom Incentives if they create 'real life' examples of innovation and encourage customers to adopt emerging technologies. Such projects will be approved at the discretion of program administration.

13. How many projects can I receive funding for?

Projects submissions are unlimited however the maximum per project incentive for Custom is \$200,000². At a parent company level you are eligible for a maximum of \$750,000 total funding for Custom and Custom Lite Energy Study and Incentive funding which can be spread across multiple projects/properties.

²Approvals subject to overall program funding availability and program administrator discretion.