

# 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 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 tCO<sub>2</sub>e of measure lifetime savings and the Custom program that requires at least 1,200 tCO<sub>2</sub>e of measure lifetime savings for each project.

## 2. Is this a BC Hydro program?

No, the program is jointly funded by the Province of British Columbia and Government of Canada under the Low Carbon Economy Leadership Fund. BC Hydro's is the program administrator.

## 3. What building types are eligible for the program?

The buildings must be one of the following:

- Small office
- Strip mall retail
- Restaurant-Food service
- Warehouse
- School gymnasium
- Larger retail warehouse
- Multi-unit residential building

## 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.

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

The following building types and electrification measures qualify for incentives:

Building type	Eligible electrification measures	Performance requirements
Office	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Gas Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> and gas heating back-up with thermal efficiency of 80%
	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Electric Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> , with electric resistance heating backup
	Air Source VRF Distributed Heat Pumps with High-efficiency HRV*	Heating COP <sub>H</sub> of at least 3.6 at standard rating conditions <sup>2</sup> , DOAS ventilation with centralized HRV of 87% SRE

Building type	Eligible electrification measures	Performance requirements
Strip mall retail	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Gas Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> and gas heating back-up with thermal efficiency of 80%
	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Electric Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> , with electric resistance heating backup
	Air-to-Air Heat Pump (ductless or mini-split) with High-efficiency HRV**	Heating COP <sub>H</sub> of at least 3.7 at standard rating conditions <sup>2</sup> , DOAS ventilation with centralized HRV of 87% SRE
Warehouse	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Gas Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> and gas heating back-up with thermal efficiency of 80%
	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Electric Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> , with electric resistance heating backup
Restaurant	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Gas Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> and gas heating back-up with thermal efficiency of 80%
	Rooftop Air-to-Air Heat Pump Make Up Air Unit with Gas Backup	Heating COP <sub>H</sub> of at least 4.0 at standard rating conditions <sup>1</sup> and gas heating back-up with thermal efficiency of 80%
	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Electric Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> , with electric resistance heating backup
	Rooftop Air-to-Air Heat Pump Make Up Air Unit with Electric Backup	Heating COP <sub>H</sub> of at least 4.0 at standard rating conditions <sup>1</sup> , with electric resistance heating backup
	Air-to-Water CO2 Heat Pump Water Heater	Heating COP <sub>H</sub> of at least 3.2 at standard rating conditions <sup>1</sup>
	Sewage Heat Recovery Heat Pump	Heating COP <sub>H</sub> of at least 4.0
	Electrify Food Preparation Equipment	Induction Cooktop
School gym	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Gas Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> , no cooling, with hydronic backup heating coil connected to central 80% efficient gas fired boiler
	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Gas Backup and High-efficiency HRV	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> , with integrated heat recovery of 87% SRE, no cooling, with hydronic backup heating coil connected to central 80% efficient gas fired boiler
Large retail	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Gas Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> and gas heating back-up with thermal efficiency of 80%
	Rooftop Air-to-Air Heat Pump Mixed Air Unit with Electric Backup	Heating COP <sub>H</sub> of at least 3.5 at standard rating conditions <sup>1</sup> , with electric resistance heating backup
	Air Source VRF Distributed Heat Pumps with High-efficiency HRV*	Heating COP <sub>H</sub> of at least 3.6 at standard rating conditions <sup>2</sup> , DOAS ventilation with centralized HRV of 87% SRE

Building type	Eligible electrification measures	Performance requirements
Multi-unit residential building (MURB)	Rooftop Air-to-Air Heat Pump Make Up Air Unit with Gas Backup	Heating COP <sub>H</sub> of at least 4.0 at standard rating conditions <sup>1</sup> and gas heating back-up with thermal efficiency of 80%
	Rooftop Air-to-Air Heat Pump Make Up Air Unit with Electric Backup	Heating COP <sub>H</sub> of at least 4.0 at standard rating conditions <sup>1</sup> , with electric resistance heating backup

<sup>1</sup>AHRI Standard 340/360-2015 rating conditions (High Temperature Steady State Heating): 47°F (8.3°C) DB outdoor air entering temperature

<sup>2</sup>AHRI Standard 340/360-2015 rating conditions (High Temperature Steady State Heating): 70°F (21°C) DB air entering temperature at indoor section, 47°F DB air entering temperature at outdoor section

\* Decoupled space heating system from ventilation (Space Heating System is VRF distributed heat pumps and Ventilation System is dedicated outdoor air unit with heat recovery ventilator (HRV))

\*\* Decoupled space heating system from ventilation (Space Heating System is ductless split heat pumps and Ventilation System is dedicated outdoor air unit with HRV)

## 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.

### **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. 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.

## 20. 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 and the Government of Canada.

