



# Multi-Unit Residential Building Retrofit Program

## Participant guide

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# Program overview

The Multi-Unit Residential Building Retrofit Program is a joint venture between BC Hydro and the Government of B.C. through CleanBC which offers rebates and support for lowering greenhouse gas (GHG) emissions in the multi-unit residential building sector. This is an area that has historically been overlooked and underserved due to the unique challenges and complexities.

The program is jointly funded by the Government of B.C. via the Ministry of Energy, Mines and Low-Carbon Innovation as well as BC Hydro. The purpose of this guide is to provide BC Hydro customers who own, operate and/or reside in multi-unit residential buildings information regarding eligibility requirements, rebates, and application processes to be able to participate in the offerings of this program.

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For more information regarding this program please go to [bchydro.com/multiunitoffers](https://bchydro.com/multiunitoffers) or contact [multiunitoffers@bchydro.com](mailto:multiunitoffers@bchydro.com).

## Program eligibility criteria

To receive funding and access to the various studies and rebates within this program, you need to meet the following criteria and agree upon the various terms and conditions of the program that are within the agreement. This is a retrofit offer, new construction projects are not eligible.

### Ownership type:

Multi-unit residential buildings that are purpose-built rental, condominiums, or equity co-op buildings, located in the BC Hydro service territory.

### Building characteristics:

Low-rise, high-rise apartment and stacked townhome buildings, three stories or higher with common area lighting and central mechanical systems.

Commercial spaces in mixed-use buildings are not eligible for this offer.

### Ineligible building types

- New construction projects
- Commercial spaces in mixed-use buildings**
- Multiplexes and side-by-side rowhomes.

## Program offers

### Opportunity assessment

The opportunity assessment offer is designed to provide the Multi-Unit Residential Building Retrofit Program participants with a high-level, short-and-long-term plan for transitioning their building from using electric baseboards or fossil fuels to high-efficiency electric systems, improve building efficiency, integrate solar and battery, and become electric vehicle (EV)-ready.

The opportunity assessment identifies all retrofit opportunities, highlights priority retrofits (based on participant priorities, energy savings/GHG emissions) and links participants to available program rebates and other financial supports (provincial and federal tax credits).

The assessment includes a site visit, a customer report, and an excel workbook with a retrofit opportunity register and building data to populate a program database. The assessment workbook functions as the basis for a feasibility study.

### **THE OFFER:**

Funding of 100% up to \$5,000 within 60 days upon review and acceptance of the report

### **Opportunities may include:**

- Transitioning to high–efficiency heating and cooling systems, lighting and envelope,
- Integrating solar panels and battery energy storage,
- Electric vehicle (EV) charging readiness, and more.

Funding doesn't cover tax.

### **HOW IT WORKS**

1. Select a consultant who will perform the assessment. They'll need to be a member of the Alliance of Energy Professionals.
2. Your consultant will visit your site(s), identify the assessment scope, and provide you with a quote.
3. Apply online at [bchydro.com/multiunitoffers](https://bchydro.com/multiunitoffers).
4. We'll review your application. Once it's approved, subject to budget availability, an opportunity assessment agreement will be sent to you.
5. The consultant can then proceed with the assessment.
6. Your consultant will provide a retrofit opportunity register, outlining the opportunities at your building. You'll return to your online application and upload the required documentation. You have 90 days from the date of the signed opportunity assessment agreement to complete the assessment.
7. Once the review of the assessment is completed and is approved, payment for the assessment will be issued to the consultant.

## **Feasibility study**

The feasibility study is designed to confirm the feasibility of your building for a retrofit. The study will provide you with a detailed equipment replacement/retrofit strategy with a basis of design and a business case based on technical and financial analysis for the specific retrofit(s) the building is ready to undertake.

The feasibility study will provide you with a customer report, information on available rebates, as well as an excel workbook that displays all the energy and GHG savings metrics required for issuing an rebate and tracking the program's success.

The funding allocated for this is up to 100% of study costs, up to a maximum of \$30,000.

## HOW IT WORKS

1. Engage a Professional Engineer who will perform the study. They'll need to be a member of the **Alliance of Energy Professionals**.
2. Your consultant will visit your site(s), identify the study scope, and provide you with a completed proposal template.
3. If the cost exceeds the maximum funding for this offer, determine how you'll fund the remainder. Depending on your building ownership type, you may need time to get approval and gather funds.
4. Apply online at **bchydro.com/multiunitoffers**. You'll need the completed proposal template from your consultant.
5. We'll review your application. Once it's approved, subject to budget availability, a Feasibility Study Agreement is created and will be required to be executed by you.
6. Once executed, the consultant can proceed with the energy study.
7. They'll provide you with a detailed study report outlining the costs and benefits of your planned project. You'll return to your online application and upload the required documentation. You have 6 months from the date of the signed feasibility study agreement to complete the study.
8. Once the review of the study is completed and is approved, payment for the study will be issued.

## Rebates

There are several whole-building rebates available for HVAC, mechanical, lighting and envelope measures for both fuel switching and energy efficiency.

All eligible Northern customers will receive additional rebates based on the table below. Eligible buildings must be located north of and including the District of 100 Mile House (latitude 51.628°N).

## REQUIREMENTS

1. Customers must apply for projects prior to ordering or removing any original equipment.
2. Customers must choose equipment and lighting technologies that are pre-approved.

## HOW IT WORKS

1. Offer is restricted to the eligible rebate measures list outlined in the tables below. List of eligible measures is periodically reviewed and updated.
2. Apply online at **bchydro.com/multiunitoffers**.
3. Once your application is reviewed and approved, subject to budget availability, a rebate Agreement is created and executed by you.
4. You have up to 12 months to complete the project from the date the agreement is executed. Requests for extensions must be requested and are manually applied (internally).
5. You'll return to your online application and upload the required documentation as proof of the project implementation.
6. A Post Implementation Review is conducted to verify that the agreed measures were installed as proposed. Once completed, the respective rebate payment is issued.
7. For projects that meet M&V criteria, an M&V plan will be included in the Capital Rebate Agreement before project implementation.
8. Projects selected for M&V will be issued 75% of their rebate payment at project completion and review. The remaining 25% will be issued at the completion and review of the M&V Report

## General terms:

The following conditions apply to all rebate applications:

<b>Project maximum rebate</b>	Up to \$500,000
<b>Project maximum cost</b>	Up to 50% of incremental project cost

Funding calculations for custom projects are based on project scope as outlined below.

\*Funding will not exceed 100% of total project costs

**Table 1: Mechanical efficiency measures**

Eligible measure	Electrically heated buildings	Fossil fuel heated buildings	Rebate units	Performance requirement
Cold climate packaged terminal heat pump or single packaged vertical heat pump	\$1,000	\$3,000	per unit	<ul style="list-style-type: none"> <li>○ AHRI 310/380 or AHRI 390 certified—<a href="#">AHRI certification directory</a></li> <li>○ COP @ -15°C ≥ 1.5</li> </ul> <p>(AHRI certification not required for through-wall packaged terminal heat pump)</p>
Cold climate air source heat pump (mini-split)	\$1,000	\$3,000	per unit	<p><b><u>Home Renovation Rebate and CleanBC Better Homes eligible product list</u></b>, ductless mini-split meeting the following:</p> <ul style="list-style-type: none"> <li>○ AHRI 1230 certified—<a href="#">AHRI certification directory</a></li> <li>○ HSPF (Region IV) ≥10, SEER ≥16 or, HSPF2 (Region IV) ≥ 8.5, SEER2 ≥ 15.2</li> <li>○ COP @-15°C (maximum capacity) ≥ 1.5</li> </ul>
Cold climate air source HP (multi-split)	\$800	\$2,400	per head	<p><b><u>Home Renovation Rebate and CleanBC Better Homes eligible product list</u></b>, ductless multi-split meeting the following:</p> <ul style="list-style-type: none"> <li>○ AHRI 1230 certified—<a href="#">AHRI certification directory</a></li> <li>○ HSPF (Region IV) ≥10, SEER ≥16 or, HSPF2 (Region IV) ≥ 8.5, SEER2 ≥ 15.2</li> <li>○ COP @-15°C (maximum capacity) ≥ 1.5</li> </ul>
Central cold climate air source HP (multi-split or VRF)	\$1,200	\$3,600	per ton of capacity	<ul style="list-style-type: none"> <li>○ AHRI 1230 certified—<a href="#">AHRI certification directory</a></li> <li>○ compliant with NECB 2020 Table 5.2.12.1-I performance requirements, COP @-15°C (maximum capacity) ≥ 1.45</li> <li>○ Outdoor unit located in common area serving multiple suites</li> </ul>
Central air source heat pump water heater, NEEA Tier 2 or 3	\$2,600	\$2,600	per suite	<p><b><u>NEEA commercial/multifamily heat pump water heater qualified product list</u></b> with Tier 2 or 3</p>
In-suite all-in-one air source HP water heater with supplemental electricity	\$2,000	\$2,500	per unit	<ul style="list-style-type: none"> <li>○ <b><u>NEEA Residential heat pump water heater qualified products list</u></b></li> </ul>
Rooftop HP make-up air unit (MUA) with supplemental electric heating	\$1,500	\$4,500	per ton of capacity	<ul style="list-style-type: none"> <li>○ AHRI 340/360 certified—<a href="#">AHRI certification directory</a></li> <li>○ compliant with NECB 2020 Table 5.2.12.1-A performance requirements</li> </ul>

Eligible measure	Electrically heated buildings	Fossil fuel heated buildings	Rebate units	Performance requirement
Low ambient rooftop HP make-up air unit with electric preheat	\$2,000	\$6,000	per ton of capacity	<ul style="list-style-type: none"> <li>○ AHRI 340/360 certified—<a href="#">AHRI certification directory</a></li> <li>○ compliant with NECB 2020 Table 5.2.12.1-A performance requirements</li> <li>○ HP operational down to -12°C with electric preheat</li> </ul>
Variable speed drive for motors, <20 HP	\$140	N/A	per motor horsepower	<ul style="list-style-type: none"> <li>○ Variable speed drive must be retrofitted to an existing motor that has not been previously integrated with a variable speed drive.</li> <li>○ Motor must be running a minimum of 2,000 hours per year.</li> </ul>
Variable speed drive for motors, >20 HP	\$112	N/A	per motor horsepower	<ul style="list-style-type: none"> <li>○ Variable speed drive must control the motor's frequency in response to a variable load.</li> <li>○ Variable speed drives used for soft start only are not eligible.</li> <li>○ Must be certified for use in Canada.</li> </ul>
Parkade CO – HVAC controls	\$250	N/A	per unit	Must be certified for use in Canada.
High Efficiency Glazing	\$30	N/A	per ft <sup>2</sup>	<ul style="list-style-type: none"> <li>○ Compliant with BC Building Code</li> <li>○ All upgrades must be installed by a licensed contractor with a GST number and a valid B.C. business license.</li> </ul>
Building electrical service upgrade to support low carbon electrification	N/A	\$130	per ton of CO <sub>2</sub> equivalent over measure life	<ul style="list-style-type: none"> <li>○ Rebate is capped at \$200,000</li> <li>○ Scope of work determined through a feasibility study electrical load analysis</li> </ul>

Eligible measure	Northern top-up	Rebate units
Cold climate packaged terminal heat pump or single packaged vertical heat pump	\$1,000	per unit
Cold climate air source HP (multi-split)	\$800	per head
Central cold climate air source HP (multi-split or VRF)	\$1,200	per ton of capacity
Central air source heat pump water heater, NEEA Tier 2 or 3	\$900	per suite
Low ambient rooftop HP make-up air unit with electric preheat	\$2,000	per ton of capacity
Rooftop HP make-up air unit (MUA) with supplemental electric heating	\$1,500	per ton of capacity

Acronyms	
DHW	Domestic hot water
HP	Heat-pump
NEEA	Norwest Energy Efficiency Alliance
AHRI	Air-conditioning, heating, refrigeration institute
PTHP	Packaged terminal heat-pump
HSPF	Heating seasonal performance factor
SEER	Seasonal energy efficiency ratio
COP	Coefficient of performance
VRF	Variable refrigerant flow
MUA	Make-up air
CO	Carbon Monoxide
OS/DH	Occupancy sensor
LED	Light-emitting diode

**Table 2: Lighting efficiency measures**

Eligible measure	Rebate per unit up to	Performance products list
LED area luminaire	\$185	<u>Design Light Consortium (DLC)</u>
LED canopy luminaire	\$175	
LED flood luminaire	\$175	
LED high-bay luminaire	\$170	
LED linear ambient luminaire	\$50	
LED low-bay luminaire	\$100	
LED parking luminaire	\$100	
LED troffer luminaire	\$70	
LED wall pack luminaire	\$100	
Tubular LED lamps	\$10	
Exterior LED signage	\$10	
LED hardwired sconce or downlight	\$35	
LED replaceable reflector lamp in non-residential setting (screw-in/snap-in)	\$10	
OS/DH fixture-integrated controls	\$15	
OS/DH stand-alone controls	\$40	

**CUSTOM PROJECTS**

We also offer funding for projects that involve a more customized approach without pre-determined rebate amounts. These projects require in-depth energy and costing calculations, and if you don't have those, you could benefit from a feasibility study. We'll work with you to determine funding amounts. Measure(s) are custom if they are not a rebate measure. In general, custom measures may meet any of the following criteria:

1. In-suite or central heat recovery.
2. Central hydronic hot water or hydronic heat pump with supplemental electrical resistance or natural gas fired heating.
3. Central domestic hot water or hydronic water heating that are electric resistance only.
4. Heat pumps units that are NOT air to air; this would include: water to air, air to water, or water to water heat pumps for central or in-suite.
5. Comprehensive envelope upgrades i.e., window upgrades with additional envelope work.
6. Lighting re-design or network lighting controls involving changes to lighting quantity and/or mounting locations, and/or adding a new lighting control system that interconnects lights within a digital, intelligent network to enhance energy efficiency.

**FOR ENERGY EFFICIENCY SCOPE:**

- Rebates are awarded for a reduction in energy consumption, measured in kilowatt-hours (kWh) per year, relative to a baseline of energy use.

**FOR LOW CARBON ELECTRIFICATION SCOPE:**

- Rebates are awarded based on an increase in electrical energy consumption relative to a baseline of energy use, and a decrease in GHG emissions relative to a fossil fuel baseline. Rebate for low carbon electrification scope is calculated using the levelized rebate cost of carbon specific to the project evaluated against a standardized levelized rebate cost of carbon that varies depending on the implemented measure.



## HOW IT WORKS

1. Apply online at [bchydro.com/multiunitoffers](https://bchydro.com/multiunitoffers).
2. Once your application is reviewed and approved, subject to budget availability, a Rebate Agreement is created and executed by you.
3. You have up to 12 months to complete the project from the date the agreement is executed. Requests for extensions must be requested and are manually applied (internally).
4. You'll return to your online application and upload the required documentation as proof of the project implementation.
5. A Post Implementation Review is conducted to verify that the agreed measures were installed as proposed. Once completed, the respective rebate payment is issued.
6. For projects that meet M&V criteria, an M&V plan will be included in the Capital Rebate Agreement before project implementation.
7. Projects selected for M&V, will be issued 75% of their rebate payment at project completion and review. The remaining 25% will be issued at the completion and review of the M&V Report.

## Documentation

### Documentation

Apply for rebates after your project is planned, but before purchasing or installing any equipment. To be ready to apply, you must have the following documents complete and ready to upload. Your contractor should review the following and complete the appropriate documents.

The following documents will be required to perform your projects, but this may vary depending on the specific project scope.

Opportunity assessment	Feasibility study	Rebates
<ul style="list-style-type: none"><li><input type="radio"/> Opportunity assessment report</li><li><input type="radio"/> Opportunity assessment workbook</li><li><input type="radio"/> Invoices</li></ul>	<ul style="list-style-type: none"><li><input type="radio"/> Completed proposal template</li><li><input type="radio"/> Feasibility study report</li><li><input type="radio"/> Rebate and/or custom workbook</li><li><input type="radio"/> Invoices</li><li><input type="radio"/> Product spec sheets</li><li><input type="radio"/> Energy calculations for mechanical measures or lighting calculator (if applicable)*</li></ul>	<ul style="list-style-type: none"><li><input type="radio"/> Rebate or custom workbook</li><li><input type="radio"/> Product spec sheets</li><li><input type="radio"/> Study report*</li><li><input type="radio"/> Energy calculations for mechanical measures or lighting calculator (if applicable)*</li></ul>

\* Denotes documents needed for custom projects.

