POWER SMART PARTNER EXPRESS
TOP 10 QUESTIONS & ANSWERS

STARTING YOUR APPLICATION

Q: I can't seem to find the configuration that I would like to implement. How should I go about with my PSPX project?
A: In most cases where this issue arises, it is because the desired configuration implies that the project is a redesign rather than a simple one-to-one retrofit, which is what PSPX is designed for. To proceed with your project, please speak to your Key Account Manager about applying for incentives through Power Smart Partner Custom.

Q: Who is eligible to install the products for my project?
A: You have three options for installers for your PSPX projects:

1. Power Smart Alliance Member:
   - These contractors are experts in energy efficiency and are knowledgeable and trained on Power Smart programs. If your contractor is not an Alliance member, they can register with the Alliance here.
2. Internal Non-Certified Employee:
   - Company employees may only install screw-in products.
3. Internal Staff Electrician/Journeyman:
   - This individual may install any type of product, but must provide a ticket/operating permit number and its expiry date at the time of application.

MAKING CHANGES TO YOUR APPLICATION

Q: Can I change my project's configurations after my application has been approved?
A: Yes, as long as you have not begun work on the project. To do so, you should notify your Business Account Representative/Key Account Manager and ask to have your application "released"– you will then be able to revise your application as desired. Your revised application must be re-submitted and approved by BC Hydro prior to beginning work on the project. Should your project move forward without approval from BC Hydro, you risk jeopardizing your project's incentive or possibly having your project terminated. You should contact your BAR/KAM immediately to better manage risk once you realize that there is a change in scope with the project.

Q: After I began work on my project, I realized that I have another 10 fixtures that I would like to add to the retrofit, in addition to the 100 that was already approved by BC Hydro. Do I need to submit a separate application for the additional 10 fixtures, or can I just update my application?
A: For changes in quantity, you can simply update the quantity that was actually installed at the Declaration stage (Step 5). Your incentive will be automatically updated to reflect this change.

Q: My final project cost differs slightly from the estimate that I provided at the time of application. How do I update this change in my application?
A: For changes in project cost, you can simply update the project cost at the Declaration stage (Step 5). Your incentive will be automatically updated to reflect this change.

GOING THROUGH A SITE INSPECTION

Q: My project has been selected for a site inspection. Who should be present during an inspection?

A: We recommend that the individual who submitted the application and/or implemented the installations be present during an inspection. This will prevent any miscommunications with the inspector, and will allow your application to continue to be processed without delay.

DECLARING YOUR PROJECT

Q: I received notification that my incentive has changed and does not match what was originally calculated in Step 3. What caused my incentive to change?

A: At Declaration, you are given the opportunity to update the quantity of the products that you actually installed, as well as your project cost. Furthermore, should your project be selected for inspection, the inspector will update your application based on their findings. In both cases, your incentive will be updated to reflect these changes.

Q: I'm ready to declare, but the product I've installed isn't listed as one of the options. What should I do?

A: Customers are advised to consult with BC Hydro's e.Catalog while they complete their application to ensure that their desired product is eligible for incentives, as well as eligible for your desired configuration. There are some products listed in e.Catalog that are not eligible for certain configurations. Products are added to and removed from time to time, so it is best to check the product you plan on installing is active in e.Catalog at the time that you submit your application. All eligible products at the time of Application (Step 4) will be grandfathered and the products will be made available during Declaration (Step 5) even if they have been removed.

Q: How do I best manage the risk of my project failing site inspections or BC Hydro review?

A: At Declaration, it is best that you update all project information to accurately reflect what has been installed. BC Hydro understands that things can change from the time of application to installation, and that the original application may no longer be accurate. The Declaration stage (Step 5) provides customers with the opportunity and ability to capture these changes once the project has been completed.

GETTING YOUR INCENTIVE

Q: How do I ensure my application gets processed faster so I can promptly receive my incentive?

A: When providing your documentation, please ensure that all the required information is listed in detail so that we can quickly review and approve. Information should include:

1. PSPX application number
2. Date
3. Configuration, model number and quantity of each product
4. Project costs
    - Including any labour costs incurred–For in-house employees, an hourly rate and number of hours worked will suffice
    - Do not include GST

The invoice should only include the products that are part of the project scope. If additional products are included in the same invoice, clearly separating the items and associated costs would minimize processing delays.

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