

Power Smart Partner Express Frequently Asked Questions

The list of questions below is a quick summary guide for users to get an understanding of Power Smart Partner Express based on the type of questions that have been submitted to BC Hydro. This document is a high level overview and we encourage you to review the User Guide (available at www.bchydro.com/express) for a more detailed understanding.

If you have any additional questions or require clarity on the information provided below, please contact your Key Account Manager or call 1-866-522-4713.

Q: What is Power Smart Partner Express?

A: Power Smart Partner (PSP) Express is a self serve online tool for large commercial customers that offer a streamlined application for simple energy conservation projects. The tool allows a more accurate reflection of energy savings by allowing customers to put in actual hours of operations, resulting in a more accurate incentive amount. The tool can be found at bchydro.com/express.

Q: Who is eligible to use PSP Express?

A: Commercial facilities with an allocated Key Account Manager would be eligible for PSP Express. Typically, residential and industrial facilities will not be eligible, although Strata Councils with residential rates for their common areas would be the exception.

Q: How does Power Smart Partner Express work?

A: There are five simple steps involved with PSP Express:

1. **Create a profile with PSP Express.** This is a simple process and requires one commercial site account number for registration.
2. **Select the contractor of choice.** This contractor has to be a Power Smart Alliance member. Go to bchydro.com/alliance for more information.
3. **Project detail.** Enter your currently installed configuration and the proposed energy efficient configuration.
4. **Incentive calculation.** Enter the total incremental project cost to determine your incentive amount and submit the application. You must wait for an email confirmation and approval before you proceed with the project. The approval will take minutes if your project is within thresholds.
5. **Declaration.** When your project is completed, log back into PSP Express, select your project and complete Step 5, Project Declaration. Your cheque will be mailed directly to you.

Q: Who do I call to get more information about this program?

A: Visit our website at bchydro.com/express to find out more about the initiative. You can also contact your Key Account Manager directly or call our toll free number at 1-866-522-4713.

Q: How come I could not register with my account number?

A: Please ensure you are using a commercial site account number when registering. Account numbers that will not work include a Master account number, industrial or residential sites.

Q: Am I still eligible if my commercial building is in New Westminster and I have a Key Account Manager?

A: Yes. During registration and project application, you will notice questions that ask if the facility is located in the City of New Westminster.

Q: I used one of my commercial site account numbers when I created my profile. Do I need to create a different profile for every site where I want to implement a project now?

A: No. Your profile is only used for the purpose of logging in and grants you access to your company site information. The program allows you to create and edit multiple applications once you are logged in and add any number of facilities under a project by giving you the option to “Search and Add” other facilities. You can also log back in at any time and view or edit any application you have created under that profile.

Q: Is there a program manual that I can review to help me with the process?

A: Yes. There is a downloadable PDF User Guide that is located on the log in page for PSP Express (bchydro.com/express).

Q: Can I get my Power Smart Alliance member to fill out the application form for me?

A: Yes. Once you have logged in you can generate a PIN number and forward this to your Power Smart Alliance member. The PSA member can then fill in all the technical information on the project and inform you that the application is ready to be submitted. Upon your review and acceptance, you will have the ability to submit the application.

Q: How is this different than the standard PSP incentive model?

A: Large commercial customers with a KAM now have a choice to submitting their energy conservation projects. The Custom is designed for large complicated re-design energy projects. An example would be redesigning a building lighting system from 2,000 fixtures down to 1,200 fixtures and implementing a comprehensive control system. PSP Express is targeted for the simple retrofit energy conservation projects. For example, going from 500 inefficient light fixtures to 500 efficient light fixtures.
