

Multi-Unit Residential Building Retrofit Program frequently asked questions (FAQs)

About the program

1. What is the Multi-Unit Residential Building Retrofit Program?

The Multi-Unit Residential Building Retrofit Program is a joint venture by BC Hydro and the Government of B.C.'s Ministry of Energy, Mines and Low Carbon Innovation (EMLI) to provide market-rental, strata, and equity co-op buildings, within B.C. the opportunity to explore energy-efficient heating and cooling solutions that are more cost effective and environmentally conscious.

2. Why is BC Hydro and the Province launching a Multi-Unit Residential Building Retrofit Program?

Multi-unit residential buildings face a number of unique challenges and complexities that prevent them from implementing energy retrofits. There are currently over 11,000 multi-unit residential buildings within the province that have the potential to take part in this program. The Government of B.C. also has energy efficiency and GHG (greenhouse gas) reduction targets to meet and this sector is largely untapped in this regard.

3. What is available?

At its current standing, the Multi-Unit Residential Building Retrofit Program has three offers: opportunity assessment, feasibility study, and rebates for equipment upgrades.

- a. Opportunities assessment—This is designed to provide participants of this program 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 storage, and become electric vehicle (EV)-ready.
- b. Feasibility study—This is designed to confirm whether your building will be capable of undergoing a retrofit. This study provides 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.
- c. Rebates—Funding to offset the cost of energy-efficient equipment for whole building retrofits including heat-pumps, windows, lighting and more at your apartment, condo, or equity co-op building.

Eligibility

4. What are the eligibility requirements?

- a. Must be located in the BC Hydro service territory.
- b. Have an active BC Hydro or City of New Westminster account.
- c. Must be a purpose-built market rental, condominium, or equity co-op building.
- d. Available to low-rise apartment, high-rise apartment, and stacked townhome buildings, three storeys or higher with common area lighting and central mechanical systems.



5. Who is ineligible?

- a. New construction projects
- b. Commercial spaces in mixed-use buildings.
- c. Smaller multi-unit residential buildings like multiplexes and side-by-side rowhomes.

6. What does the application process look like?

Depending on what projects you choose to undertake, your application process may vary. A high-level outline of what your process may look like is demonstrated in the flow chart below.

APPLICATION PROCESS



Hire Alliance Professional



Apply online



BC Hydro approves



Complete work



Submit documentation



Receive funding

For a more detailed outline of the application process for each individual project, please see our participant guide [PDF] available at bchydro.com/multiunitoffers.

7. What types of products are eligible? Are there any limitations or requirements?

The eligible products can be found in the participant guide.

8. In the instance of shared central heat and water between residential and commercial spaces, even if the split is 80/20 in favor of residential, would having a storefront downstairs render the residential strata ineligible?

If the central systems are shared among residential and commercial spaces, they are eligible.

9. What do you mean by “whole-building”?

By “whole-building,” we’re generally referring to the instance where the scope of the study or retrofit covers the entirety of the building. This doesn’t include applications for individual suites owned by individuals.

Application and installation process

10. How can I apply for the Multi-Unit Residential Building Retrofit Program?

Applications for the Multi-Unit Residential Building Retrofit Program are completed online through BC Hydro’s Conservation and Energy Management (CEM) Hub. If you don’t have a CEM Hub account, you can register online.

Access or register for CEM Hub via bchydro.com/multiunitoffers.

11. My building has already started installing new equipment. Can we apply for rebates?

No. Applications need to be approved before any work is started.

12. Do I use the same Alliance professional for each project or do I have to re-engage each time?

You are able to use the same alliance professional or change at your own discretion.

13. Can customers leverage the funding for opportunity assessment to fulfill other regulations like the electrical planning report?

Yes, the opportunity assessment covers some of the ERP requirements. Participants are free to utilize this.

14. Is there a list of qualified companies that can help me install the various upgrades to my building?

Yes, you can get a referral to qualified professionals from BC Hydro's Alliance of Energy Professionals. We recommend speaking with multiple companies to understand which is the correct fit for your project, and to get multiple quotes.

15. How much funding is available?

- Opportunity assessment: up to \$5,000.
- Feasibility study: up to \$30,000.
- Rebates: See tables in the participant guide for rebates available.

16. Do you have targets for regional uptake across the province?

While there aren't any specific goals for regions, all customers across the BC Hydro territory are eligible to apply.

17. Can local governments provide top-up funding to these incentives?

Yes, local governments can provide additional funding through their own programs.

18. What is an opportunity assessment?

An opportunity assessment is designed to provide a high-level, short-and-long-term plan for transitioning a building from using electric baseboards or fossil fuels to high-efficiency electric systems, improve building efficiency, integrate solar and battery storage, and become 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 incentives and other financial supports (provincial and federal tax credits).

19. What is a feasibility study?

A 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.

Contact us

20. Who can I contact to find out more about this program?

If you'd like to speak with someone regarding the program, you can call: **604 522 4713** (Lower Mainland) or **1 866 522 4713** (Elsewhere in B.C.)

21. I've submitted an application. How do I check its status?

To check your application status, log into your CEM Hub account. If you need further assistance, please email multiunitoffers@bchydro.com

Related Links

22. Do you have any supporting documentation I can read through?

Yes, on our [Multi-Unit Residential Building Retrofit Program webpage](#) we will have a full participants guide as well as 2-page overview document that will help you to further understand the offerings of this program.