

# Self-serve Incentive Program

## Frequently asked questions

### 1. What is the Self-serve Incentive Program?

The Self-serve Incentive Program provides financial incentives to industrial customers to make energy-efficient upgrades. Currently, the program provides incentives for upgrades to industrial compressed air systems (between 40 and 300 horsepower (hp)) and lighting systems.

### 2. How do I apply?

First, contact your Key Account Manager or Regional Energy Manager to confirm eligibility and to help initiate the project. Next, select a vendor to conduct a system assessment. Once an assessment has been completed, your vendor will provide you with a vendor identification number that you will use to apply for your incentive online at [bchydro.com/sip](https://bchydro.com/sip). You must receive approval of your application from us before making any equipment purchases in order to receive funding.

### 3. What if I don't have a preferred vendor?

If you don't have a vendor, visit [bchydro.com/alliancerefferral](https://bchydro.com/alliancerefferral) to complete the Alliance referral request form, and an Alliance member will contact you directly. The BC Hydro Alliance of Energy Professionals is an independent network of registered contractors and distributors that can help you plan and implement your project.

### 4. How much of an incentive can I expect to receive?

Incentives are based on the estimated energy savings and cost of your project. The more energy you save, the greater the incentive.

### 5. I have already purchased my equipment. Can I still apply for an incentive?

Unfortunately, no. You must receive pre-approval of your application prior to making any equipment purchases.

### 6. What project costs are included?

Eligible costs include equipment, installation, in-house labour, project management and disposal.

### 7. Who does BC Hydro consider an industrial customer?

Industrial customers are involved in primary resource extraction, processing and/or manufacturing. The industrial sector includes:

- Pulp & Paper
- Mining
- Oil & Gas
- Wood Products
- Manufacturing
- Food Processing
- Chemical Manufacturers
- Cement
- Transportation
- Agriculture
- Some types of warehousing

If you aren't sure whether your business falls under our industrial classification, please contact us to find out about your eligibility.

### 8. How do I know if I'm eligible to apply for an incentive?

You must be an industrial sector customer and your facility must consume greater than 500,000 KWh of electricity per year. This includes distribution and transmission customers. You can check your eligibility by contacting your Key Account Manager or Regional Energy Manager, or by contacting our helpdesk at **604 522 4713** in the Lower Mainland, or **1 866 522 4713** elsewhere in B.C.

## 9. What types of systems are currently eligible to receive incentives under the Self-serve Incentive Program?

- Compressed air systems between 40 and 300 hp
- Industrial lighting

## 10. Are the incentives received under Self-serve Incentive Program the same as those granted under the regular project incentive programs for distribution and transmission customers?

Yes, the incentives are the same as those granted under the regular project incentive programs.

## 11. How is the Self-serve Incentive Program different from the regular project incentives program for distribution or transmission customers?

The Self-serve Incentive Program is available to fund smaller scale, straightforward retrofit projects. It also includes a simplified online application procedure for faster processing.

The incentive programs for distribution and transmission customers are available to fund a wider variety of project types and are for larger, more complex systems. Those incentives can also fund new plants or large expansions.

## 12. What is the difference between the Self-serve Incentive Program and Business Energy Saving Incentives?

The Self-serve Incentive Program is available to industrial sites using more than 500,000 KWh of electricity per year. The technology used in a self-serve incentive project doesn't need to fall under any lists for specific eligible configurations or equipment.

The Business Energy Savings Incentives are available to industrial sector companies using less than 500,000 KWh of electricity per year. The technology used in those projects must fall within the Eligible Configurations List.

## 13. The equipment I want to install isn't on the business energy saving incentives eligible configurations list, what can I do?

The Eligible Configurations List applies only to the Business Energy Savings Incentives program. Under the Self-Serve Incentive Program, you have the discretion to choose the technology or equipment that you want to use.

## 14. How long do I have to complete my project once my application is approved?

When entering your application you will be asked to select an expected completion date (up to six month from your application date). Your application will then give you a time-frame in which you must complete and declare your project. If you are unable to finish your project and declare it within this time-frame you may request one six month extension, the date of which cannot be after March 31 of the year originally indicated in the application.

## 15. How long does it typically take to finish a project and receive the incentive?

Actual times to complete a project will vary depending on the complexity of your project, and measurement and verification requirements. For quality assurance, projects are randomly chosen for measurement & verification. Once your project is complete and you have made your online declaration of completion and submitted your invoices, payment should be processed within three weeks.

## 16. Where can I get more information?

There are a number of ways you can get more information on the program:

- Visit our website at [bchydro.com/SIP](https://bchydro.com/SIP)
- Email us at [industrial@bchydro.com](mailto:industrial@bchydro.com)
- Contact the helpdesk at **604 522 4713** in the Lower Mainland and **1 866 522 4713** elsewhere in B.C.
- Contact your preferred vendor or visit [bchydro.com/alliancereferral](https://bchydro.com/alliancereferral) to complete the referral request form.