

# POWER SMART EXPRESS FREQUENTLY ASKED QUESTIONS

## POWER SMART EXPRESS OVERVIEW

### Q. What is Power Smart Express?

- A. Power Smart is integrating the Product Incentive Program (PIP) and the Power Smart Partner Express (PSPX) Program into a single online program for all BC Hydro business customers called Power Smart Express.

Power Smart Express will launch on June 2, 2014.

## ELIGIBILITY

### Q. Who is eligible for Power Smart Express?

- A. All Commercial customers, including Residential Stratas as well as small Industrial customers, will qualify for Power Smart Express. Any customer who currently qualifies for PIP or PSPX will be eligible for the new integrated program. Please go to [bchydro.com/eligibility](http://bchydro.com/eligibility) to verify.

### Q. What technologies will the new integrated program include?

- A. All current PIP and PSPX configurations will be eligible under the new program. Product approvals will be done through the Power Smart Express [e.Catalog](#).

### Q. As a Power Smart Alliance member, does my company need to do anything different to offer the Power Smart Express program to my customers?

- A. As a registered member of the Power Smart Alliance, there are no new registration requirements that your firm is required to meet. However, there will be a new incentive application process and new program requirements. A **detailed User Guide** for Power Smart Express applications will be made available at [bchydro.com/alliance](http://bchydro.com/alliance) on June 2, 2014.

## APPLICATION PROCESS

### Q. Will I need a new user ID and password to log into the application?

- A. No. Distributor user IDs and passwords will be transferred from PIP for use in the Power Smart Express Program.

### Q. What does this mean for projects that I have currently underway?

- A. PIP applications can be submitted up until May 30, 2014 at 5:00 p.m. PIP applications that are not submitted by that time will become void. However, you will still be able to apply for incentives by submitting an application through Power Smart Express starting June 2, 2014.

Small and medium business customers will not require BC Hydro pre-approval on their projects from May 30, 2014 at 5:00 p.m. to October 31, 2014 at 5:00 p.m.

PSPX projects will not be affected by the launch of Power Smart Express.

### Q. What happens on November 1, 2014 (after the transition period)?

- A. All business customers will follow standard Power Smart Express processes, including obtaining project pre-approval from BC Hydro prior to the purchase of products and the installation of the project.

**Q. What will the invoice/permit requirement be?**

A. Power Smart Express will continue to require invoice documentation for all completed projects. For permits, the permit number can be submitted online during the project declaration stage.

**Q. Will there still be a PIN process for assisting the customer with the application on their behalf?**

A. Yes. However, unlike PIP, Power Smart Express provides customers with one unique PIN. First-time customers must generate a PIN to share with you after they register. If your customer has forgotten their PIN they can use the “Retrieve PIN” button on the application. Alliance members will not be able to generate a PIN from their own account. With the customer-generated PIN, Alliance members will be able to complete a Power Smart Express application from start to finish, on the customer’s behalf.

**Q. Will I still be able to access my PIP account?**

A. Yes. Although you cannot create new PIP applications following the launch of Power Smart Express, you will still be able to log in to your PIP account. You will be able to view your previous PIP projects and keep track of the status of any projects that you submitted prior to May 30, 2014 at 5:00 p.m.

## INCENTIVES

**Q. Will there be incentive minimums in order to apply for Power Smart Express?**

A. No. There are no minimum energy savings or incentive requirements.

**Q. Are the incentive levels going to be different?**

A. In the past, PIP and PSPX calculated incentives differently – PIP used a flat rebate model whereas PSPX utilized a tiered incentive model. Power Smart Express will follow the PSPX incentive model.

**Q. How are PSX incentives calculated?**

A. Power Smart Express incentives are calculated based on a number of variables. The amount of kWh energy savings that the project will achieve (which depends on the type of retrofit implemented), the business hours of operations, and the cost of the project are amongst some of the variables used to calculate the project incentive.

**Q. How do I calculate a PSX incentive estimate for a project?**

A. If you are looking to estimate an incentive for a project you are developing with your customer, we suggest you open an application with your customer, input the project details into the online application, and follow the process through to the stage where you can ‘*calculate incentive*’ (Step 3 of the application)

## PROGRAM FEATURES

**Q. How long will the pre-approval process take in the new integrated program?**

A. Pre-approval will follow current PSPX timelines. Those that meet all program thresholds (and aren’t flagged for pre-inspection) will be approved immediately. If program thresholds are not met, or if pre-site inspection is required, there will be some delay. In this case, BC Hydro will contact either the customer or Alliance member. The quicker the response, the faster BC Hydro can work to pre-approve the application.

**Q. Will inspections be part of the new program?**

A. Yes. Currently, both PIP and PSPX have a post-site inspection protocol and these will continue after the integration. The new component will be the introduction of pre-site inspections for former PIP customers.

Inspections are randomly flagged and will be conducted by It’s On Electric. The customer will be contacted in the event that an inspection is required. For post-inspections, the customer’s supporting documents will need to be reviewed and approved prior to the set-up of the post-inspection.

A Power Smart Alliance representative is encouraged to attend the site inspections.