

## **POWER SMART PRODUCT INCENTIVE PROGRAM – POLICIES**

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This document outlines the policies related to the Power Smart Product Incentive Program. Note the other relevant companion documentation is as follows:

- Product Incentive Program Incentive Lists
- Product Incentive Program Terms & Conditions
- Product Incentive Program Installation Standards
- eCatalog Product Acceptance Criteria
- Incentive Recipient Waiver Form

These documents may all be accessed online by visiting [bchydro.com/incentives](http://bchydro.com/incentives).

### **1. Key Contact Information**

#### **Customer inquiries**

Power Smart Business Helpdesk

T: 604 522 4713

T: 1 866 522 4713

Email: [incentives@bchydro.com](mailto:incentives@bchydro.com)

Industry inquiries (manufacturers, distributors, contractors & engineering consultants)

Email: [alliance@bchydro.com](mailto:alliance@bchydro.com)

Or call your assigned Commercial Alliance Account Representative

#### **Supporting documentation submission**

Email: [incentives@bchydro.com](mailto:incentives@bchydro.com)

Fax: 604 453 6285

### **2. Customer Eligibility**

To be eligible for the Product Incentive Program, the applicant company must:

- Be a commercial customer rated as tier 2–4 (i.e. spending roughly less than \$200,000 annually on electricity from BC Hydro) and not have a BC Hydro key account manager, or
- Be an industrial customer rated as tier 4 (i.e. spending roughly less than \$20,000 annually on electricity from BC Hydro) and not have a BC Hydro Key Account Manager
- Be a residential strata customer (applying for projects in common areas only) or
- Be a business customer of the City of New Westminster electric utility.
- NEW: Be a commercial farm upgrading business-related buildings such as animal barns or workshops. Residences on the same property are not eligible for this program but may be eligible for Power Smart Residential programs.

Private homes, home-based businesses and other Rate 1101 accounts are **not** eligible. It is strongly recommended that customers contact the Power Smart Business Helpdesk prior to purchasing any product, to determine their eligibility.

Customers and industry members can also use the self-service Program Eligibility Tool located here:

[bchydro.com/program\\_eligibility/AccountLookupPage.do](http://bchydro.com/program_eligibility/AccountLookupPage.do)

Customers are not permitted to share their user ID or password with anyone. Misuse of the user ID and password may result in BC Hydro cancelling the user ID and denying any open or pending PIP applications associated with that user ID.

### 3. Project Eligibility

This program only supports the following types of projects:

- One-to-one replacement of products with more efficient ones, as specified only in the PIP Incentive lists.  
NEW: Note that product replacement must be like-for-like. Retrofits to alternative lamp sizes or shapes is not eligible under this program.
- The addition of products to improve the efficiency of existing technologies (such as controls) only as specified on the PIP Incentive lists.

Installations in new construction or major renovation projects are not eligible for incentives under this program, with the exception of commercial kitchens being installed into previously non-kitchen facilities. Major renovations include gutting a space to significantly change the lighting layout, lighting re-design or other major changes to the lighting system.

The project must meet the following criteria:

- Meet a minimum of \$50 total financial incentives per application, excluding GST.
- Only use approved products identified in BC Hydro's e.Catalog, and meet performance standards documented in the Product Acceptance Criteria, where indicated.
- Only involve eligible retrofits as identified in the published Incentive Lists active at the time of product purchase  
IMPORTANT: where specialty lighting categories are identified (e.g. commercial and architectural signage, bi-level stairwell lighting systems, exit signs, refrigerated lighting systems, etc) only those retrofits and products identified in that category are eligible for retrofits. Products and retrofits from other general lighting or other categories may not be applied to these specialty applications. (e.g. LED strips for signage cannot be used for general area lighting to replace T12s.)
- All lighting products must be purchased from an approved Power Smart Alliance Distributor. This distributor must be identified on the application. Other products may be purchased from any supplier.
- Be installed by qualified installers. In-house staff must actually be employees of the applicant, on payroll and covered by the company's Worksafe and insurance coverage.
- Be fully installed and have the application submitted within 120 days of the product invoice date, unless otherwise directed by BC Hydro. Invoices and permits must be submitted to BC Hydro by email or fax at the time of application submission. Applications without supporting documentation will be denied.
- Home décor, furniture stores and other lighting suppliers may not apply for incentives for any product that is for sale to customers. This includes table lamps, floor lamps, decorative lamps and all hardwired fixtures for sale to customers. Only luminaires within the store which are hardwired to the facility and not for sale are eligible for incentives.

- Customers should be aware that prior Power Smart projects at their site will be considered during the review of any new applications. If these prior projects are not in compliance with program terms and conditions, the new project may not be approved.
- All products replaced with new technologies must remain on-site until such time as the inspection is completed or the application has been approved for payment, whichever occurs first. Upon approval from BC Hydro, old products must be destroyed and disposed of in accordance with Provincial recycling and disposal regulations. They may not be re-used in other locations, re-sold or donated to other organizations for use.  
NEW: Effective July 24, 2012, the following exceptions apply: Refrigeration products, excluding lighting; commercial kitchen equipment; commercial dishwashers, ice making machines, ice rink products, and livestock products. These customers will not be required to keep the prior, inefficient products on site but must have at least one photo clearly showing the old products in place within the facility, prior to removal.
- No plug-in sockets are eligible under this program, with the exception of table lamps and floor lamps located in guest rooms of hotels and motels. No other plug-in sockets of any type are eligible for retrofit under this program. Plug-in lamp and ballast combinations or plug-in LED strips are not eligible under this program. Lamp and ballast and LED strips must be hardwired to the facility.
- All products must be installed at the site to which the account listed on the application is assigned to. Products may not be installed in alternative locations or equipment that is not used on-premise at all times.
- Customers who have received an incentive for CFLs in the past may not apply for LEDs to be located in the same sockets. Facilities applying for LEDs in areas where prior CFL projects occurred will be denied.
- NEW: Location of retrofits must be accessible by BC Hydro inspectors, giving a reasonable amount of notice of the inspection. Areas such as self-storage lockers, or other inaccessible or restricted areas are not eligible under this program, if access to verify installations can not be provided by on-site staff.

#### 4. Application Eligibility

- Customers are strongly advised to review the program Terms & Conditions in detail prior to purchasing product or participating in the program.
- Applications must be initiated and submitted by the customer, with the exception of applications submitted under the Personal Identification Number (PIN) process. Applications determined to have been submitted by any party other than the customer, and without a PIN, will be denied, without exception.
- Incentive cheques may be made payable to the Account Holder of record with BC Hydro or may be waived to a tenant by the Account Holder, using the Incentive Recipient Waiver form. No other cheque recipients are permitted.
- Applications may be subject to post-inspection. The customer must make available time and access for a BC Hydro representative to review the project on-site in its entirety.
- Applications with lighting products must identify the Power Smart Alliance Distributor that supplied the product for the project. Applications with no lighting products do not need to identify a distributor. Projects with both lighting and other products must identify the lighting distributor on the application.
- All product must be fully installed, permits issued (where applicable) and the application submitted to BC Hydro within 120 days of product purchase, unless otherwise deemed by BC Hydro. (e.g. in the event of a pre-announced program change deadline etc.).

- Projects not fully installed at the time of application will be denied outright.
- Supporting documentation, including invoices and permits (where applicable) must accompany the submission of an application. Documents may be emailed to [incentives@bchydro.com](mailto:incentives@bchydro.com). Permits are mandatory, where required under the BC Safety Code, no exceptions.
- Invoices must include the information noted below. Information on the application, on the invoices and permits and on site **must** all match. Projects with discrepancies or incomplete documentation will be denied. Sales orders are not acceptable.
  - Date of sale
  - Manufacturer's model numbers
  - Quantities
  - Pricing
  - Customer name
  - Installation address
  - Supplier company name
  - Product Incentive Program project number
- BC Hydro may request additional supporting documentation such as proof of payment, per the program Terms and Conditions.
- The customer warrants that the application is true and therefore care should be taken to ensure it accurately reflects the project completed.
- Power Smart Alliance members involved in entering project details for a customer warrant that the project information is true and therefore care should be taken to ensure it accurately reflects the project completed.
- The customer must provide a GST number for taxes to be included in the incentive payment. If no GST number is provided on the application, tax will not be added. It cannot be added retroactively, after submission.
- If a customer wishes to dispute the findings of the application review process, they must do so, in writing, within 2 weeks of the date in which BC Hydro communicated its initial findings to the customer. This date will be the date on the signed Project Inspection Report or the date of the rejection email from BC Hydro, whichever comes first.