

Social Housing Energy Savings Program

Conservation & Energy Management Hub
How to Apply Guide

DECEMBER 2025



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OVERVIEW

PURPOSE OF THE GUIDE

This guide provides a comprehensive overview of the program application process, including step-by-step instructions for each offer/program component. Designed to support individuals and organizations involved in the provision and management of the social housing sector, it serves as a valuable resource for the applicant. This CEM Hub (Conservation & Energy Management Hub) guide has been developed to answers important questions and ensuring participants have access to the support they need.

PROGRAM OVERVIEW

Helping housing providers improve building energy efficiency

The Social Housing Energy Savings Program (SH-ESP) is designed to support social housing providers in improving the electrical energy performance of their buildings. SH-ESP is designed to support non-profit, co-operative, Indigenous, and government-affiliated housing providers in improving the energy efficiency of multi-unit residential buildings. The program focuses on reducing electrical energy use through targeted retrofits and assessments, leading to lower operating costs and enhancing tenant comfort.

SH-ESP includes three key offers or funding streams:

Opportunity Assessment Funding

This offer supports a high-level energy assessment conducted by a qualified consultant. It helps housing providers identify potential electrical energy-saving opportunities across their properties. BC Housing and the BC Non-Profit Housing Association can assist in completing these studies.

Feasibility Study Funding

This offer enables a deeper analysis of specific building systems. Consultants assess the technical and financial viability of retrofit projects, providing a foundation for informed decision-making and project planning.

Equipment Upgrade Funding

This offer supports whole-building electrical energy retrofits. Eligible upgrades include heat pumps, windows, water heating systems, and more. Participants can choose from pre-approved measures or propose custom projects. Implementation support is also available to ensure quality execution.

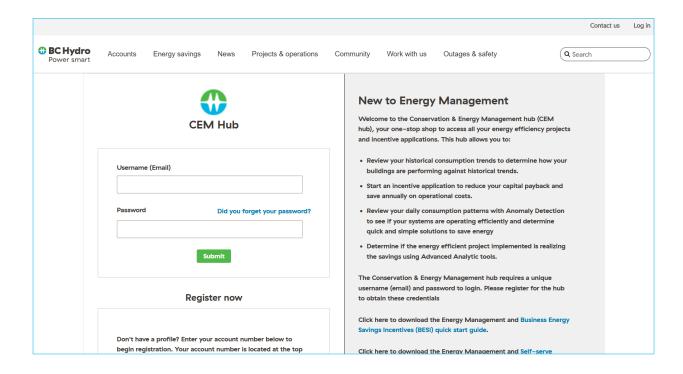
CONSERVATION & ENERGY MANAGEMENT HUB

The Conservation & Energy Management Hub (CEM Hub) is BC Hydro's centralized online platform designed to streamline energy efficiency efforts for business customers, contractors, and energy managers. It serves as a one-stop portal for managing energy-saving projects, tracking consumption, and accessing programs & incentive applications.

Key features of the CEM Hub

The CEM Hub supports programs like the Social Housing Energy Savings Program (SH-ESP), Multi-unit Residential Buildings and Business Energy Savings Incentives (BESI) etc., making it easier to access program offers and track all related activities in one place. Key features on CEM Hub include:

- Project & Incentive Management: Users can initiate and manage applications for energy
 efficiency incentives, helping reduce capital costs and improve operational savings.
- Consumption Analysis: The hub provides tools to review historical and daily energy consumption patterns, enabling users to identify inefficiencies and optimize building performance.
- Anomaly Detection: This feature helps detect unusual energy usage, allowing for quick diagnostics and corrective actions.
- Advanced Analytics: Users can assess whether implemented energy-saving measures are delivering expected results, using data-driven insights.
- Multi-site Management: Organizations with multiple facilities can group and manage sites flexibly, such as by energy usage or facility type.

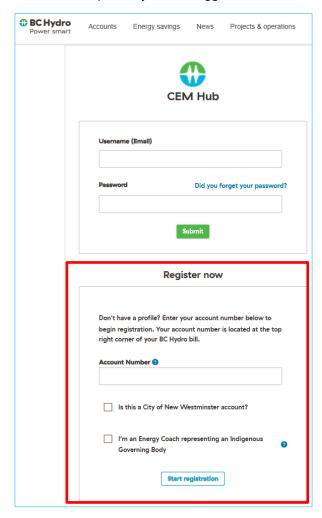


SECTION 1. HOW CREATE AN ACCOUNT

Register and log in to our Conservation & Energy Management hub (CEM hub) to begin your application.

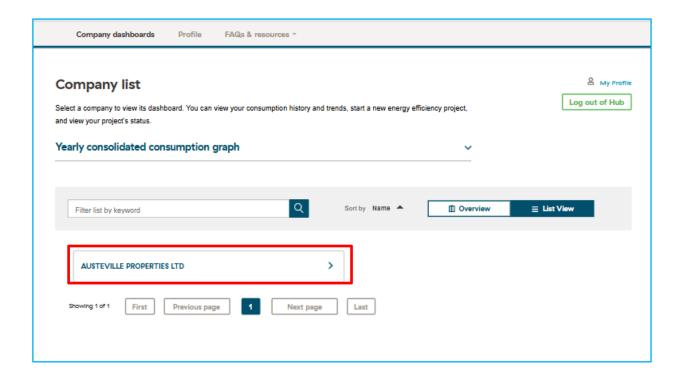
HOW TO REGISTER AND LOG IN

- → Please go to <u>www.bchydro.com/cemhub.</u>
- → Under the "Register now" section, enter the BC Hydro account number for the location to be registered (enter the "Account Number" with no spaces or dashes).
- → Click the "Start registration" button. A red message box will appear click on the "To register click here" link at the bottom of the box.
- → Complete the registration information. At the bottom, enter an email to use as the login, then create a password.
- → Once completed, you'll be logged in to the CEM Hub and taken to your "Company dashboard".

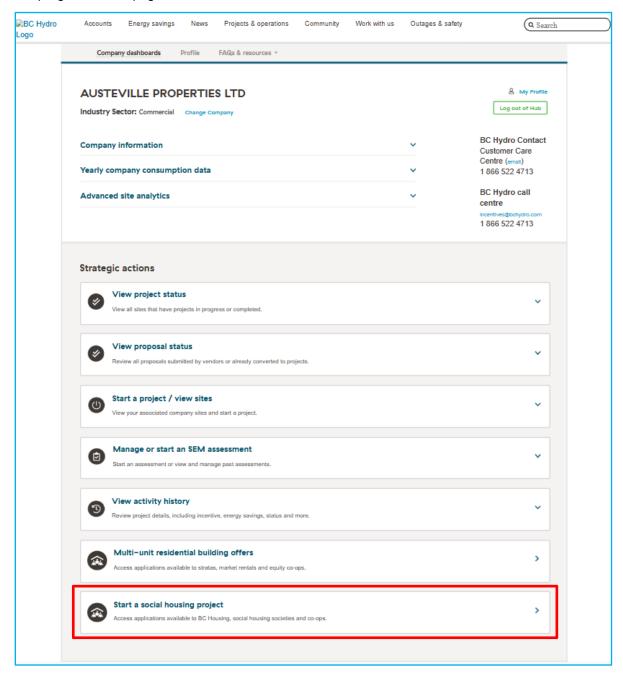


HOW TO START AN APPLICATION

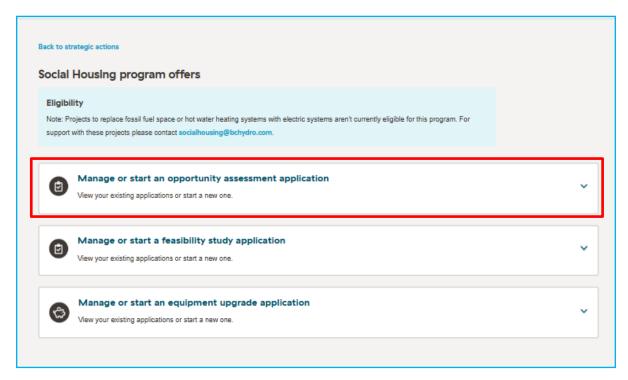
- → In the "Company dashboards", you'll be able to view the companies/organizations associated with your account.
- → Should you require additional sites to be added, please contact the Business Helpdesk at incentives@bchydro.com.
- → Click on the company name you want to start an application for and advance to the next screen.



→ Under "Strategic actions" section, scroll down to the bottom of the screen to "Start a social housing project" and click on the arrow to move to the next page. This will take you to the "Social housing program offers" page.



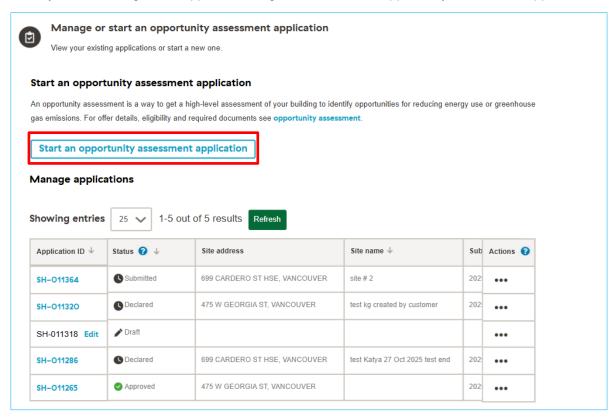
→ Once in the "Social housing program offers" page, you'll be able see the available offers. Click on the "down arrow" next to the offer name to see more.



SECTION 2. HOW TO APPLY FOR AN OPPORTUNITY ASSESSMENT

STARTING AN OPPORTUNITY ASSESSMENT APPLICATION

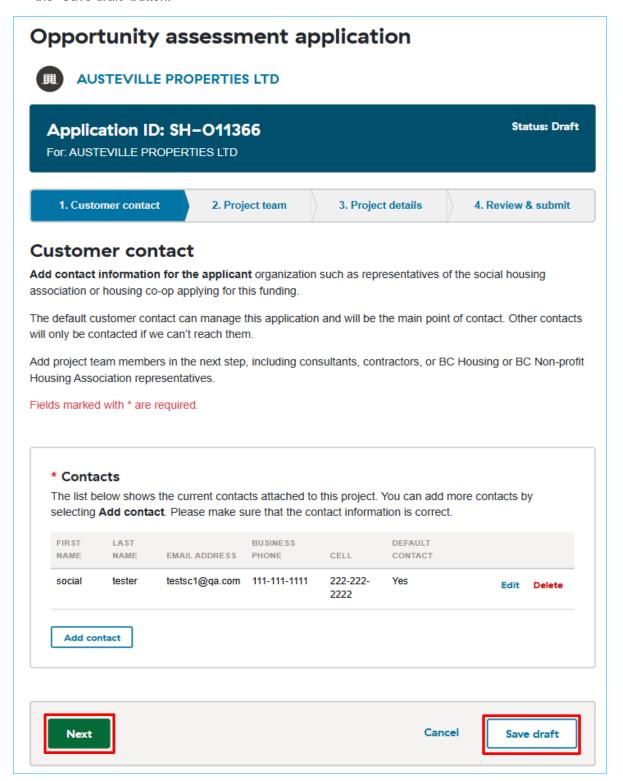
→ If you are starting a new application, begin at the "Start an opportunity assessment application".



- → Click the "Start an opportunity assessment application" button to go to the "Opportunity assessment" application page. This page will display your company/organization along with the Application ID and the application status.
- → If you have multiple applications, you will be able to see/manage them under the "Manage applications" section.
- → Submit your application by providing the information required in all 4 steps of the application which include the following:

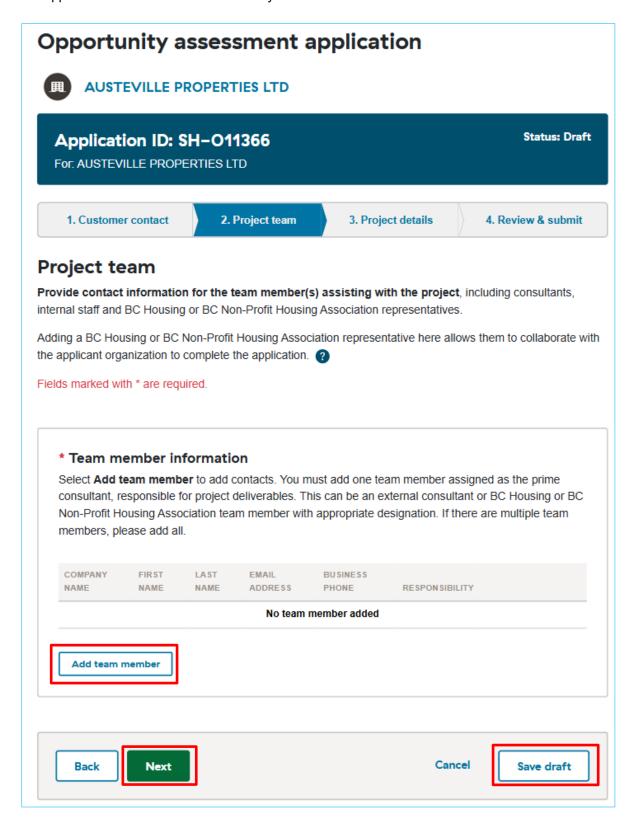
1. Customer contact

- → To add a contact, click "Add contact" and fill in the information.
- → Move to the next section by clicking "Next". You can save a draft of the application by clicking on the "Save draft" button.



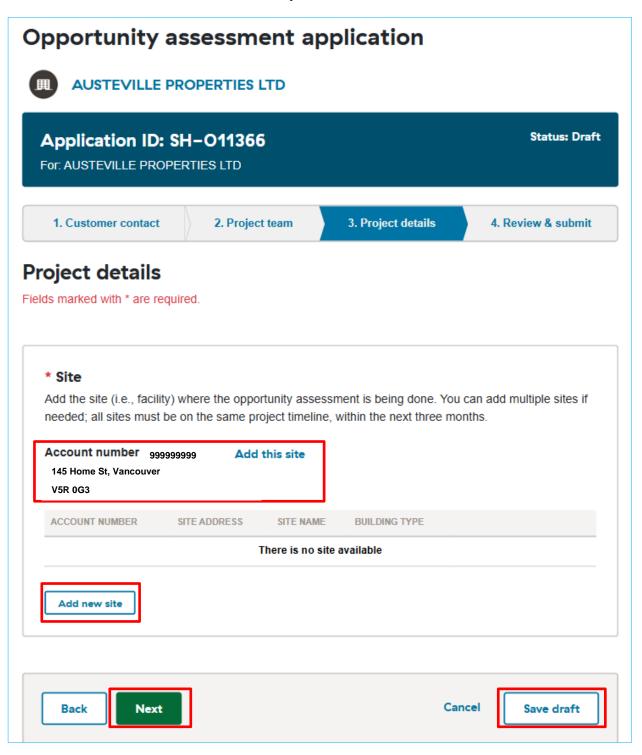
2. Project team

→ Provide project team information by completing the "Project team" information section. Click on "Add a team member" and click "Next". You must fill in the information to advance with the application. Click "Save draft" to save your edits.

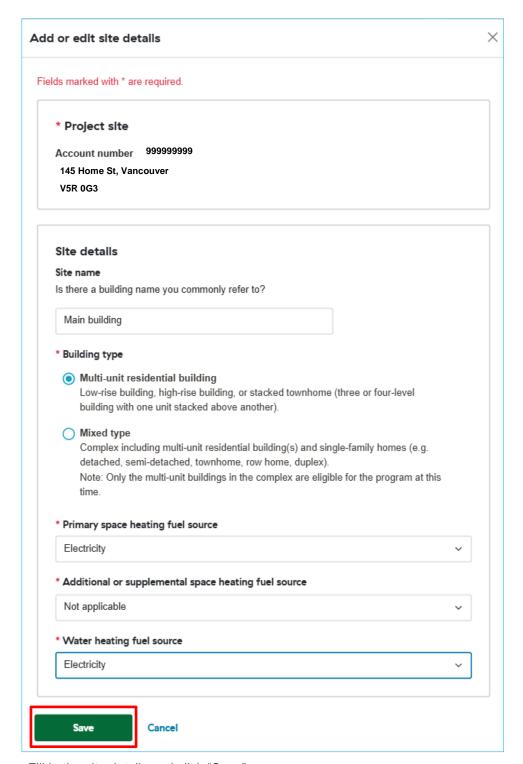


3. Project details

→ Review if the site address is correct. Click "Add the site" or "Add a new site" and fill in the information and click "Next". Click "Save draft" to save your edits.



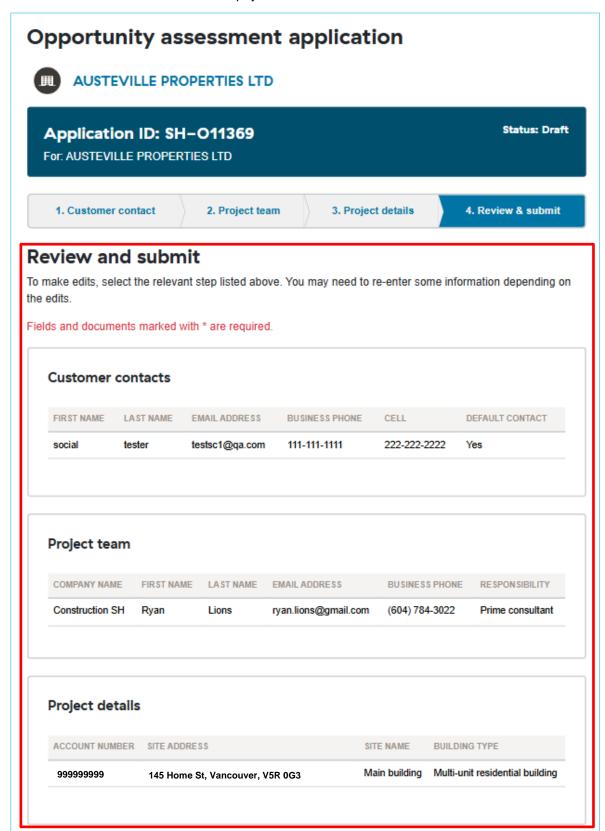
→ When you click "Add new site", you'll see a pop-up window.



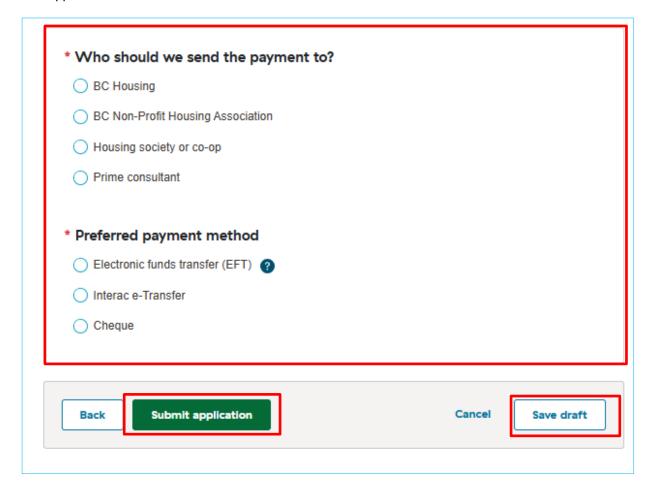
- → Fill in the site details and click "Save".
- → Click "Next" to advance to the next section. Remember this program currently offers only electrical upgrades, fuel switching projects are not supported for now. Click "Save draft" to save your edits.

4. Review & submit

→ Review the information and add the payment information.



- → Select the recipient for the payment and the method of payment. Update the payment information if it is applicable. Click "Save draft" to save your edits.
- → If you are a consultant and would like the draft to be reviewed by the customer, click on "Send for customer review" before submitting the application.
- → Once the application has been reviewed by the customer and is ready for submission, click "Submit application" to finish.



→ Once you have submitted, you will get an "Application received" message with your application ID and a note mentioning a confirmation email has been sent to the email provided.

Opportunity assessment application



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Application received

We'll review your application and contact you if further information is required. Otherwise, you'll receive your funding agreement via email shortly. Work can begin once you have received your funding agreement.

Your opportunity assessment should be completed within three months as per your agreement.

Application ID:

SH-011369

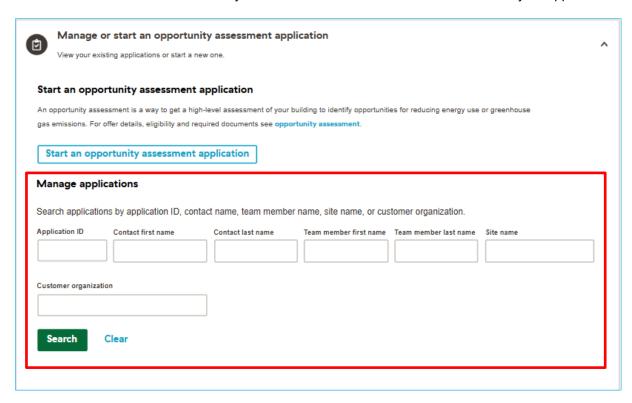
A confirmation email has been sent to:

testsc1@qa.com

Back to dashboard

MANAGING AN APPLICATION

→ If you are a social housing association and have existing application(s), use the search feature under the "Manage applications" section. You can use your existing "Application ID" number and click "Search" to find and/or modify. You can also use the other fields to search for your application.

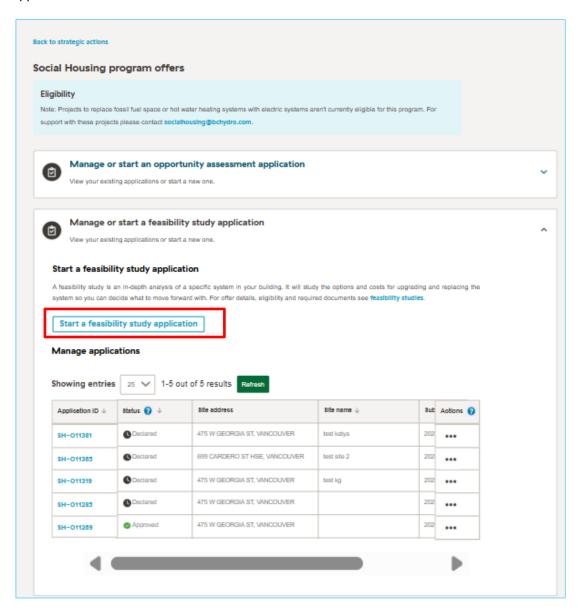


→ Once you have identified your draft application, proceed with filling up all the necessary information as outlined in the "STARTING AN OPPORTUNITY ASSESSMENT APPLICATION" section above.

SECTION 2. HOW TO APPLY FOR A FEASIBILITY STUDY

STARTING A FEASIBILITY STUDY APPLICATION

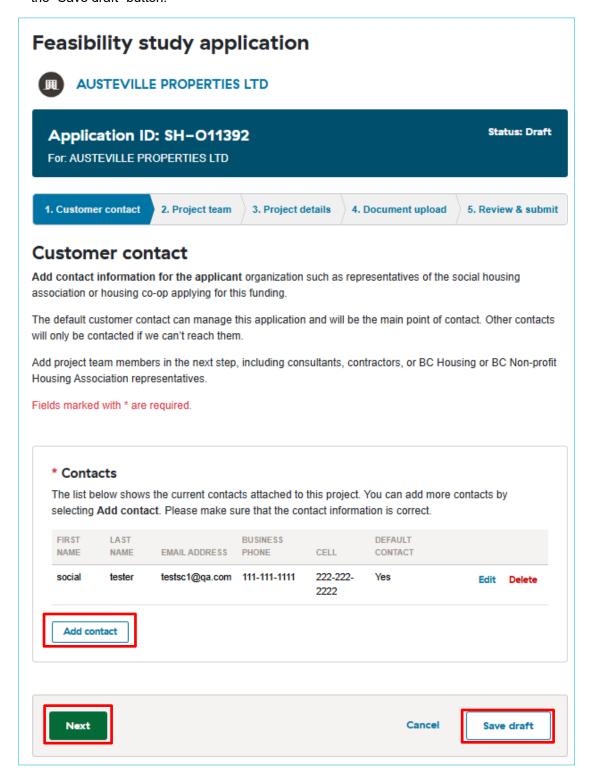
- → If you are starting a new application, click the "Start a feasibility study application" button. You'll be taken to the "Feasibility study application" page. This page will display your company/organization along with the Application ID and the application status.
- → If you have multiple applications, you will be able to see/manage them under the "Manage applications" section.



→ Submit your application by providing the information required in all 5 steps of the application which include the following:

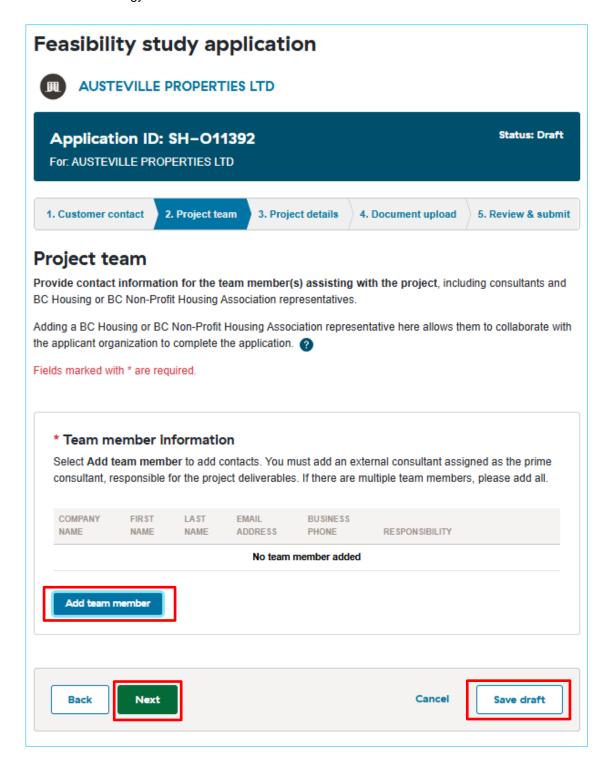
1. Customer contact

- → To add a contact, click "Add contact" and fill in the information.
- → Read and check the button below the contact information if it applies to you.
- → Move to the next section by clicking "Next". You can save a draft of the application by clicking on the "Save draft" button.



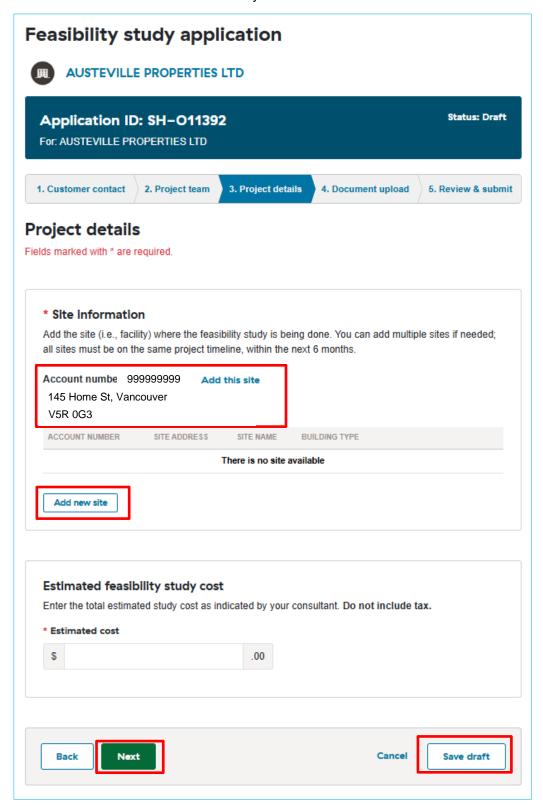
2. Project Team

- → Provide project team information by completing the "Project team" information section. Click on "Add a team member" and click "Next". You must fill in the information to advance with the application. Click "Save draft" to save your edits.
- → The project team member should be an engineering consultant registered with the BC Hydro Alliance of Energy Professionals.

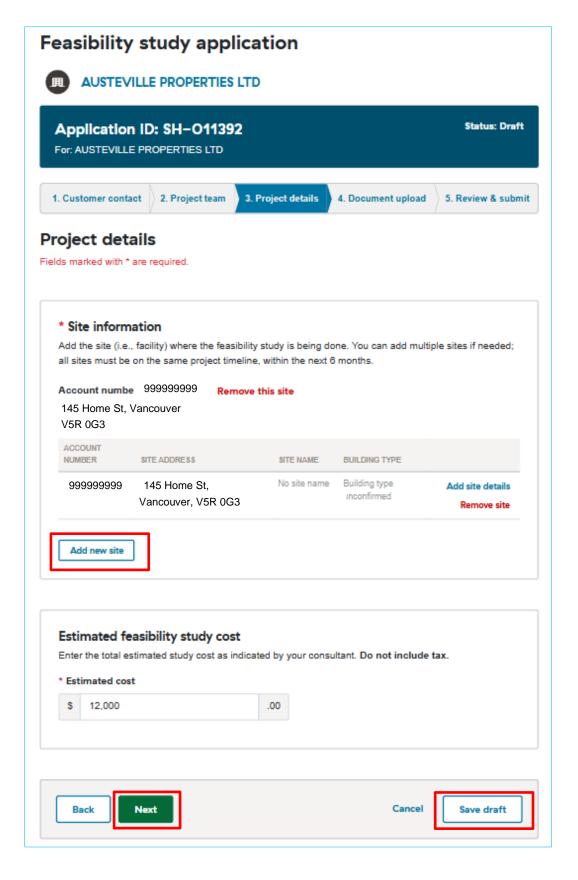


3. Project Details

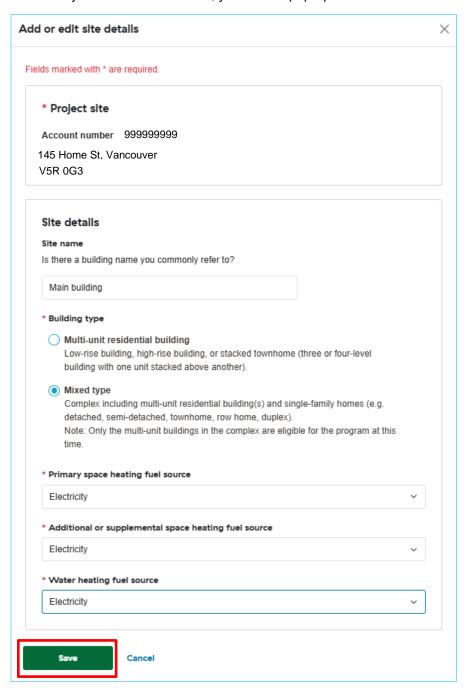
→ Review if the site address is correct. Click "Add the site" or "Add a new site" and fill in the information and click "Next". Click "Save draft" to save your edits.



→ Once you add the site you must also fill in the site details.



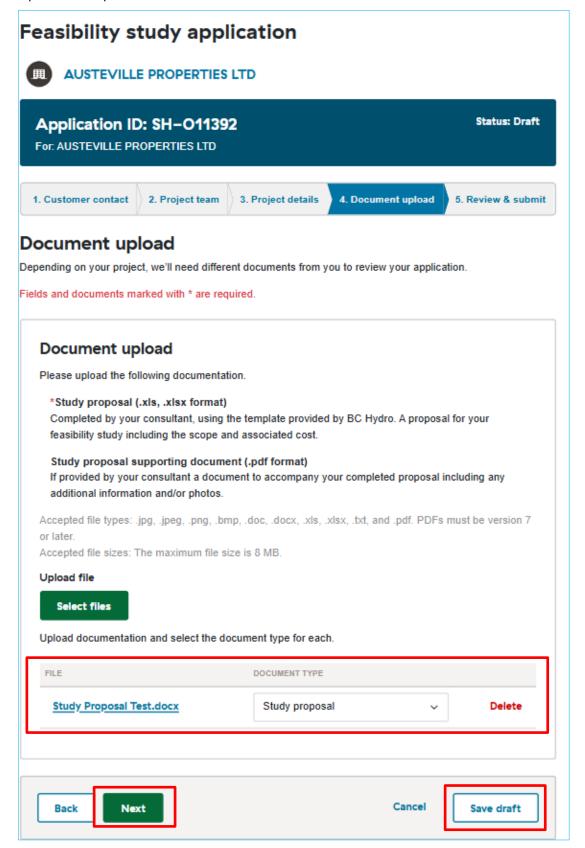
→ When you click "Add new site", you'll see a pop-up window.



- → Fill in the site details and click "Save".
- → Click "Next" to advance to the next section. Remember this program currently offers only electrical upgrades, fuel switching projects are not supported for now. Click "Save draft" to save your edits.

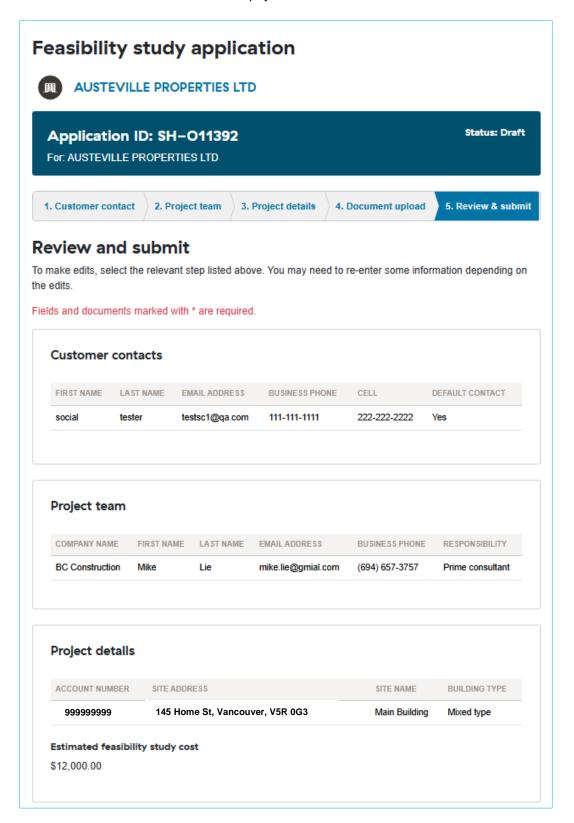
4. Document Upload

→ Upload the required documents in the correct format and click "Next".

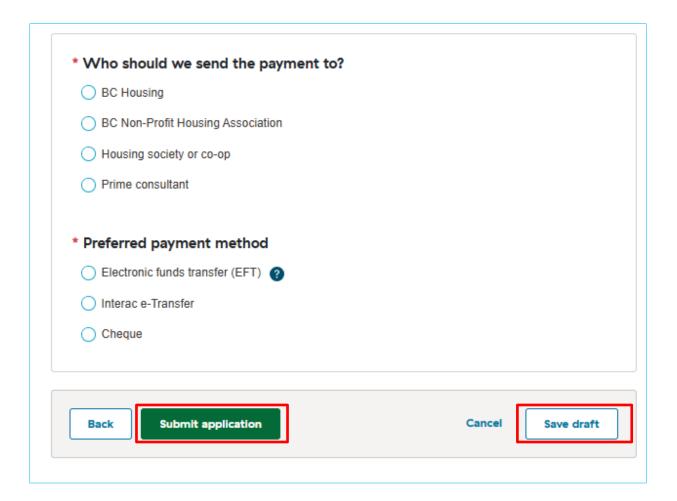


5. Review and confirm

→ Review the information and add the payment information.



- → Select the recipient for the payment and the method of payment. Update the payment information if it is applicable. Click "Save draft" to save your edits.
- → If you are a social housing association or a consultant and would like the draft to be reviewed by the customer, click on "Send for customer review" before submitting the application.
- → Once the application has been reviewed by the customer and is ready for submission, click "Submit application" to finish.



→ Once you have submitted, you will get an "Application received" message with your application ID and a note mentioning a confirmation email has been sent to the email provided.

Feasibility study application



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Application received

We'll review your application and contact you if further information is required. Otherwise, you'll receive your funding agreement via email shortly.

Your feasibility study should be completed within six months as per your agreement.

Application ID:

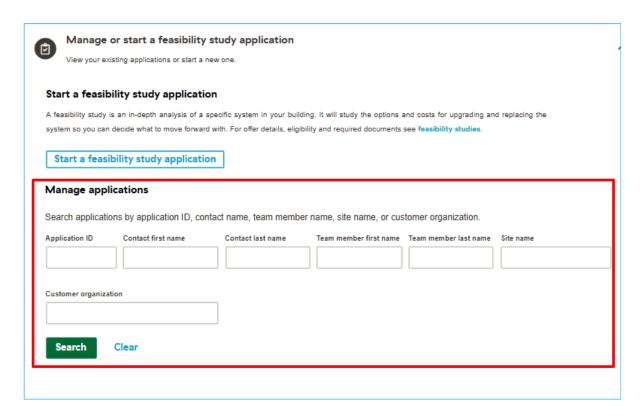
SH-011392

A confirmation email has been sent to:

testsc1@qa.com

MANAGING AN APPLICATION

→ If you are a social housing association and have existing application(s), use the search feature under the "Manage applications" section. You can use your existing "Application ID" number and click "Search" to find and/or modify. You can also use the other fields to search for your application.

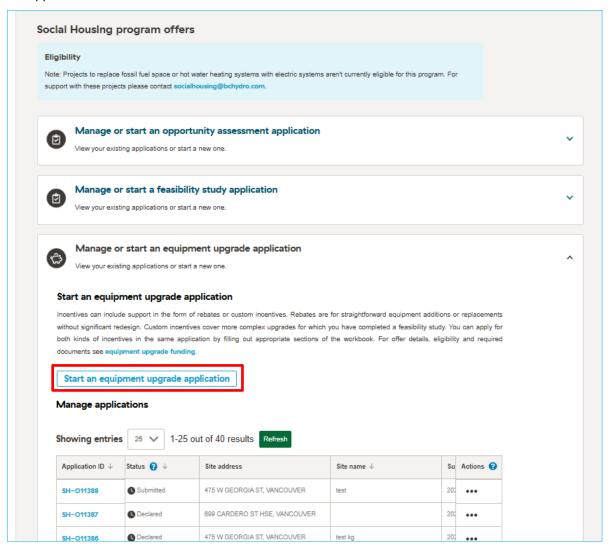


→ Once you have identified your draft application, proceed with filling up all the necessary information as outlined in the "STARTING A FEASIBILITY STUDY APPLICATION" section above.

SECTION 3. HOW TO APPLY FOR INCENTIVES

STARTING AN EQUIPMENT UPGRADE APPLICATION

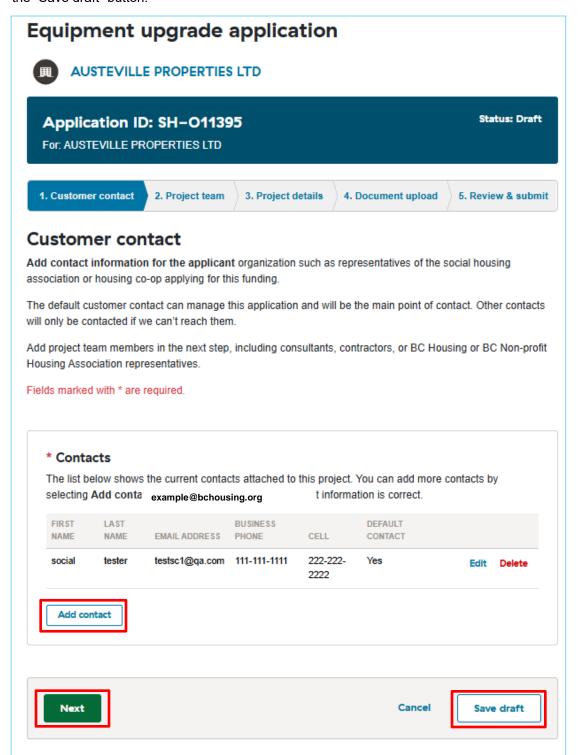
- → If you are starting a new equipment upgrade/incentive application, click on the "Start an equipment upgrade application" button. You'll be taken to the "Incentive application" page. This page will display your company/organization along with the Application ID and the application status.
- → If you have multiple applications, you will be able to see/manage them under the "Manage applications" section.



→ Submit your application by providing the information required in all 5 steps of the application which include the following:

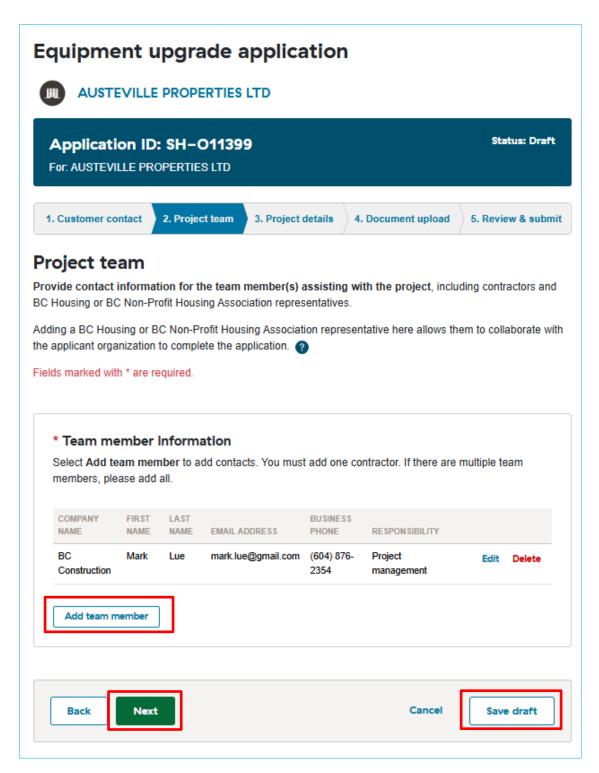
1. Customer contact

- → To add a contact, click "Add contact" and fill in the information.
- → Read and check the button below the contact information if it applies to you.
- → Move to the next section by clicking "Next". You can save a draft of the application by clicking on the "Save draft" button.



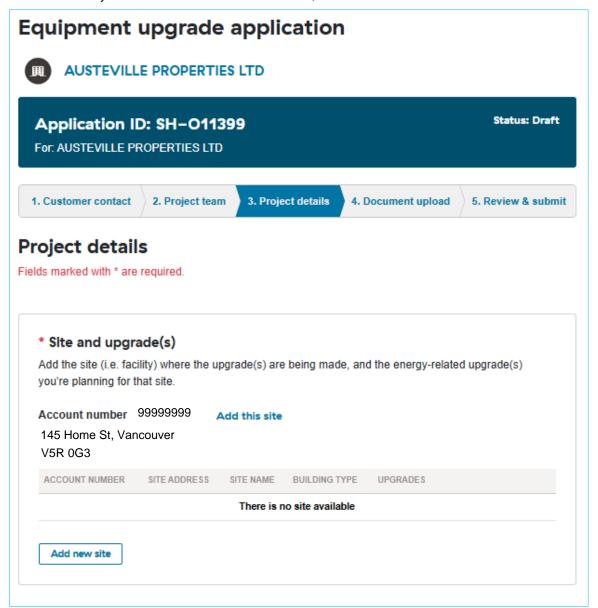
2. Project team

- → Provide project team information by completing the "Project team" information section. Click on "Add a team member" and click "Next". You must fill in the information to advance with the application. Click "Save draft" to save your edits.
- → Project team members (the installers) should be registered with the BC Hydro Alliance of Energy Professionals or the Home Performance Contractor Network (for windows or heat pumps).

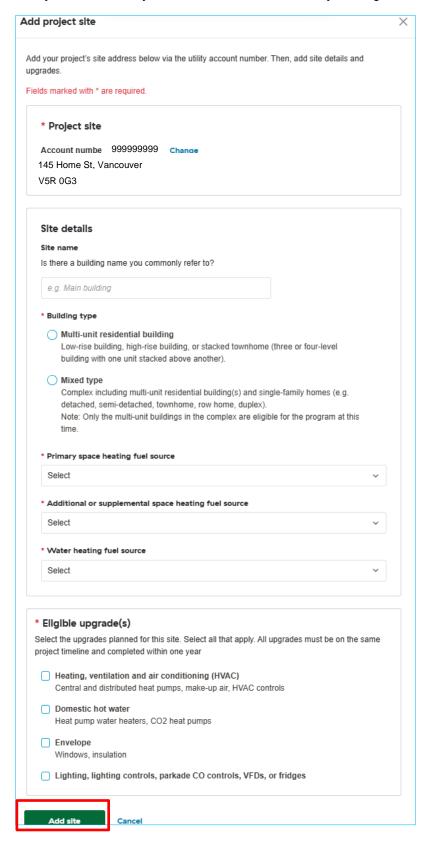


3. Project details

→ Review if the site address is correct. Click on "Add the site" or "Add a new site" and fill in the information. If you need to edit the site information, click on the "Edit site details".



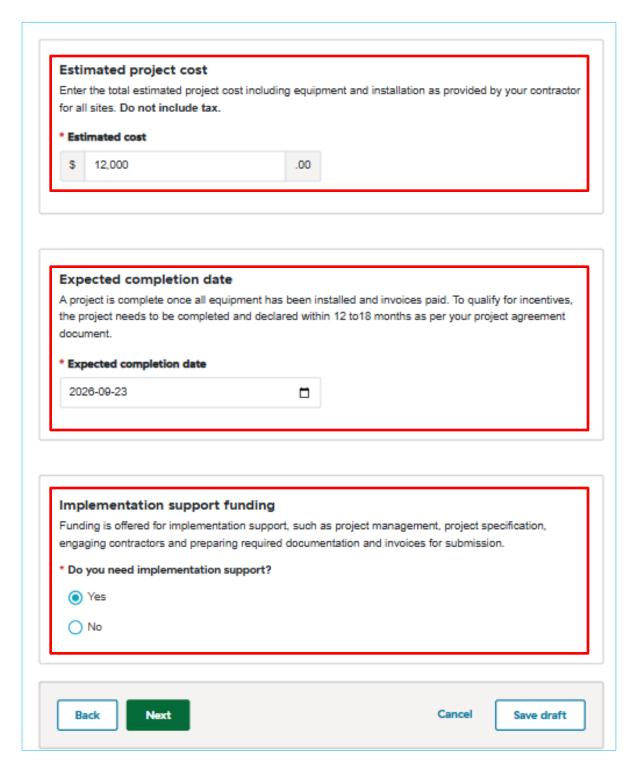
→ Once you add the site you must fill in the site details by clicking on "Add site".



- → After adding the site, you will find the "Upfront payment request" that allows you to request up to 50% of the funds upon execution of your agreement.
- → Please check the documents required to complete this section. If you do not have the required supporting documents, please select "No" and proceed. You can return to your application later and update this section and upload the supporting documents.

	ayment request					
	ou can request upfront payment of up to 50% of the funds upon execution of your agreement. Payment II be issued after your request is approved, and the agreement is signed.					
Proof of subsapplication.	tantial start is required for fo	unding. You can u	pload this now, or after submitti	ng your		
Documents	showing substantial start	?				
* I'm request	ing upfront payment now	,				
O Yes						

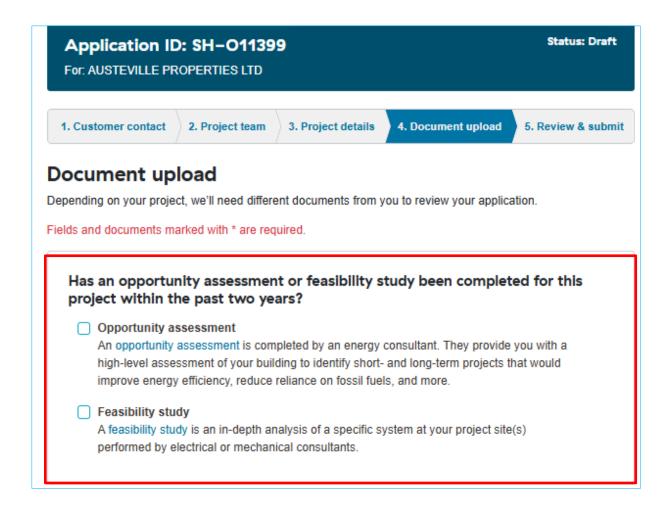
→ Complete the remaining information in the section – "Estimated project cost", "Expected completion date" and "Implementation support funding".



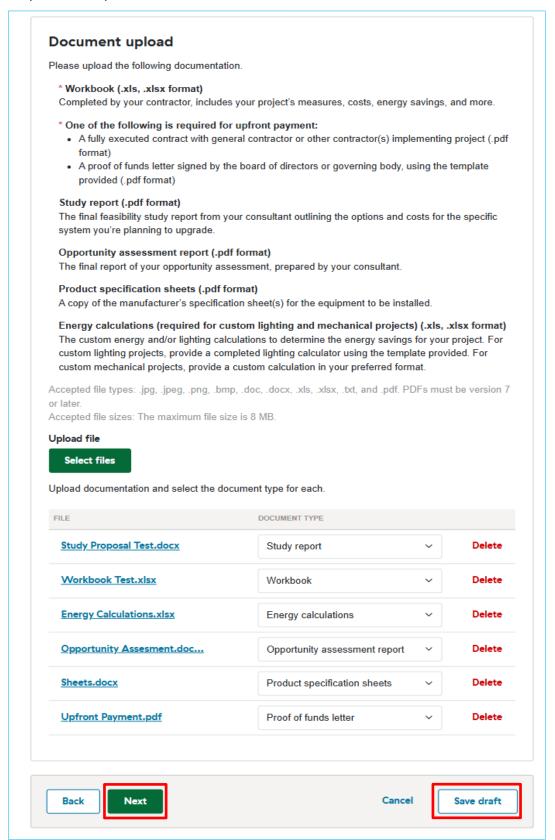
→ Click "Next" to advance to the next section. Click "Save draft" to save your edits.

4. Document upload

→ Please indicate if you have an opportunity assessment and/or feasibility study associated with your project.

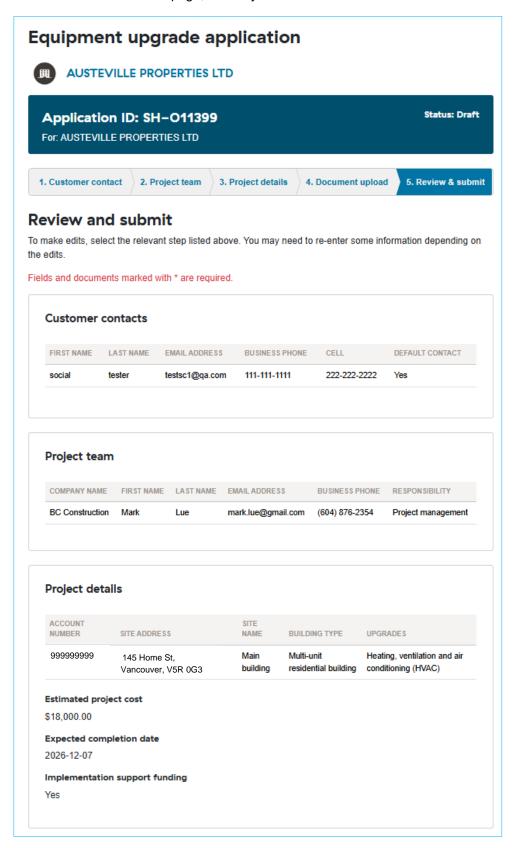


→ Upload the required documents in the correct format and click "Next".

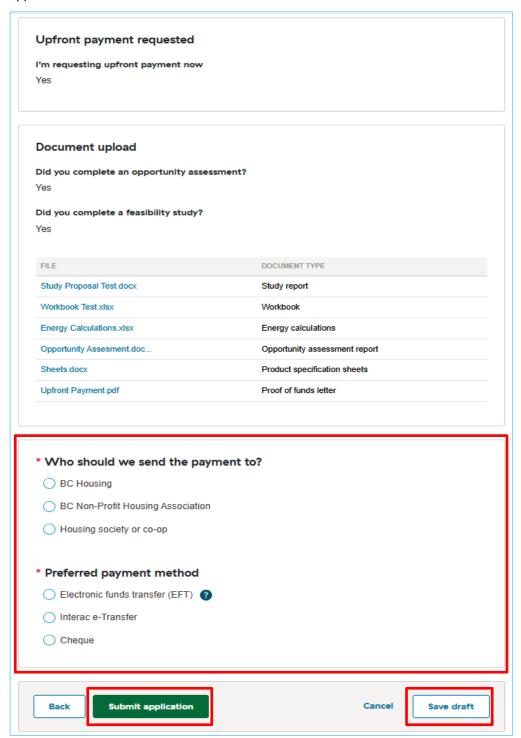


5. Review and submit your application.

→ In the "Review and submit" page, carefully review the information.



- → Select the recipient for the payment and the method of payment. Update the payment information if it is applicable. Click "Save draft" to save your edits.
- → If you are a social housing association or a consultant and would like the draft to be reviewed by the customer, click on "Send for customer review" before submitting the application.
- → Once the application has been reviewed by the customer and is ready for submission, click "Submit application" to finish.



APPLICATION CONFIRMATION

→ Once you have submitted, you will get an "Application received" message with your application ID and a note mentioning a confirmation email has been sent to the email provided.

Equipment upgrade application



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Application received

We'll review your application and contact you if further information is required. Otherwise, you'll receive your funding agreement via email shortly.

Your project must be completed within 18 months as per your agreement.

Application ID:

SH-011399

A confirmation email has been sent to:

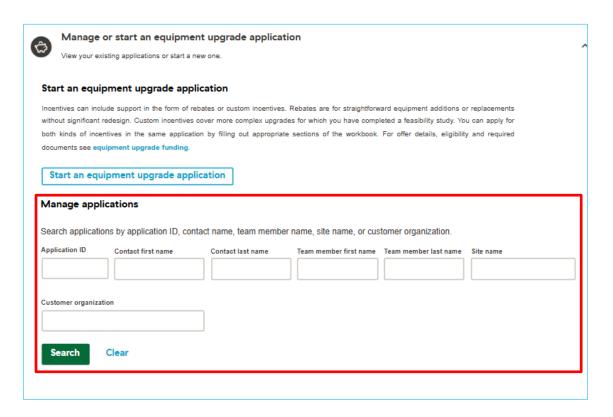
testsc1@qa.com

Upfront payment requested:

Yes

MANAGING AN APPLICATION

→ If you are a social housing association and have existing application(s), use the search feature under the "Manage applications" section. You can use your existing "Application ID" number and click "Search" to find and/or modify. You can also use the other fields to search for your application.



→ Once you have identified your draft application, proceed with filling up all the necessary information as outlined in the "STARTING AN EQUIPMENT UPGRADE APPLICATION" section above.

SECTION 4. SUPPORT

→ If you need any technical support to complete the application, please reach out at socialhousing@bchydro.com.