



Social Housing Energy Savings Program

Conservation & Energy Management Hub

How to Apply Guide

DECEMBER 2025

 **BC Hydro**
Power smart

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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 answer important questions and ensure 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.

The screenshot shows the BC Hydro CEM Hub login and registration interface. At the top, there is a navigation bar with the BC Hydro logo and links for Accounts, Energy savings, News, Projects & operations, Community, Work with us, Outages & safety, Contact us, and Log in. A search bar is also present. The main content area is divided into two columns. The left column features the CEM Hub logo and a login form with fields for Username (Email) and Password, a 'Submit' button, and a 'Did you forget your password?' link. Below the login form is a 'Register now' section with a text box for account numbers and a note: 'Don't have a profile? Enter your account number below to begin registration. Your account number is located at the top'. The right column is titled 'New to Energy Management' and contains a welcome message, a list of four bullet points describing the hub's capabilities, and links to download guides for Energy Management and Business Energy Savings Incentives (BESI).

BC Hydro
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Accounts Energy savings News Projects & operations Community Work with us Outages & safety

Search

CEM Hub

Username (Email)

Password [Did you forget your password?](#)

Submit

Register now

Don't have a profile? Enter your account number below to begin registration. Your account number is located at the top

New to Energy Management

Welcome to the Conservation & Energy Management hub (CEM hub), your one-stop shop to access all your energy efficiency projects and incentive applications. This hub allows you to:

- Review your historical consumption trends to determine how your buildings are performing against historical trends.
- Start an incentive application to reduce your capital payback and save annually on operational costs.
- Review your daily consumption patterns with Anomaly Detection to see if your systems are operating efficiently and determine quick and simple solutions to save energy
- Determine if the energy efficient project implemented is realizing the savings using Advanced Analytic tools.

The Conservation & Energy Management hub requires a unique username (email) and password to login. Please register for the hub to obtain these credentials

[Click here to download the Energy Management and Business Energy Savings Incentives \(BESI\) quick start guide.](#)

[Click here to download the Energy Management and Self-serve](#)

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 www.bchydro.com/cemhub.
- 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”.

The screenshot displays the BC Hydro CEM Hub registration page. At the top, the BC Hydro logo and navigation links (Accounts, Energy savings, News, Projects & operations) are visible. The main heading is "CEM Hub". Below this, there is a login section with fields for "Username (Email)" and "Password", and a "Submit" button. A link "Did you forget your password?" is also present. Below the login section, the "Register now" section is highlighted with a red border. This section contains the following text: "Don't have a profile? Enter your account number below to begin registration. Your account number is located at the top right corner of your BC Hydro bill." Below this text is an "Account Number" field with a help icon. There are two checkboxes: "Is this a City of New Westminster account?" and "I'm an Energy Coach representing an Indigenous Governing Body". A "Start registration" button is located at the bottom of the red box.

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.

The screenshot shows the 'Company list' page. At the top, there is a navigation bar with 'Company dashboards', 'Profile', and 'FAQs & resources'. Below this, the 'Company list' section has a sub-header and a description: 'Select a company to view its dashboard. You can view your consumption history and trends, start a new energy efficiency project, and view your project's status.' To the right of this section is a 'My Profile' link and a 'Log out of Hub' button. Below the description is a 'Yearly consolidated consumption graph' section. A search bar with the placeholder 'Filter list by keyword' and a magnifying glass icon is present. To the right of the search bar is a 'Sort by Name' dropdown menu. Below the search bar is a table with one row containing the company name 'AUSTEVILLE PROPERTIES LTD' and a right-pointing arrow. At the bottom of the page, there is a pagination bar showing 'Showing 1 of 1' and buttons for 'First', 'Previous page', '1', 'Next page', and 'Last'.

Company dashboards Profile FAQs & resources

Company list

Select a company to view its dashboard. You can view your consumption history and trends, start a new energy efficiency project, and view your project's status.

My Profile Log out of Hub

Yearly consolidated consumption graph

Filter list by keyword

Sort by Name

Overview List View

AUSTEVILLE PROPERTIES LTD

Showing 1 of 1 First Previous page 1 Next page Last

- 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.

The screenshot displays the BC Hydro Hub interface for a user named AUSTEVILLE PROPERTIES LTD. The top navigation bar includes links for Accounts, Energy savings, News, Projects & operations, Community, Work with us, and Outages & safety, along with a search bar. Below this, a secondary navigation bar shows Company dashboards, Profile, and FAQs & resources. The main content area is divided into two columns. The left column contains a list of company information and analytics, including Company information, Yearly company consumption data, and Advanced site analytics. The right column displays contact information for BC Hydro, including the Customer Care Centre (1 866 522 4713) and the BC Hydro call centre (1 866 522 4713). The Strategic actions section is highlighted with a red box and contains a list of actions: View project status, View proposal status, Start a project / view sites, Manage or start an SEM assessment, View activity history, Multi-unit residential building offers, and Start a social housing project. The Start a social housing project option is the last item in the list and is highlighted with a red box.

BC Hydro Logo Accounts Energy savings News Projects & operations Community Work with us Outages & safety Search

Company dashboards Profile FAQs & resources

AUSTEVILLE PROPERTIES LTD My Profile Log out of Hub

Industry Sector: Commercial Change Company

Company information

Yearly company consumption data

Advanced site analytics

BC Hydro Contact
Customer Care
Centre (email)
1 866 522 4713

BC Hydro call
centre
incentives@bchydro.com
1 866 522 4713

Strategic actions

- View project status
View all sites that have projects in progress or completed.
- View proposal status
Review all proposals submitted by vendors or already converted to projects.
- Start a project / view sites
View your associated company sites and start a project.
- Manage or start an SEM assessment
Start an assessment or view and manage past assessments.
- View activity history
Review project details, including incentive, energy savings, status and more.
- Multi-unit residential building offers
Access applications available to stratas, market rentals and equity co-ops.
- Start a social housing project**
Access applications available to BC Housing, social housing societies and co-ops.


- 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.

[Back to strategic actions](#)


Social Housing program offers


Eligibility

Note: Projects to replace fossil fuel space or hot water heating systems with electric systems aren't currently eligible for this program. For support with these projects please contact socialhousing@bchydro.com.


**Manage or start an opportunity assessment application**


View your existing applications or start a new one.




**Manage or start a feasibility study application**

View your existing applications or start a new one.



**Manage or start an equipment upgrade application**


View your existing applications or start a new one.



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”.

 **Manage or start an opportunity assessment application**
View your existing applications or start a new one.

Start an opportunity assessment application
An opportunity assessment is a way to get a high-level assessment of your building to identify opportunities for reducing energy use or greenhouse gas emissions. For offer details, eligibility and required documents see [opportunity assessment](#).
Start an opportunity assessment application

Manage applications
Showing entries 1-5 out of 5 results Refresh


Application ID ↓	Status ? ↓	Site address	Site name ↓	Sub	Actions ?
SH-O11364	Submitted	699 CARDERO ST HSE, VANCOUVER	site # 2	202	...
SH-O11320	Declared	475 W GEORGIA ST, VANCOUVER	test kg created by customer	202	...
SH-011318 Edit	Draft				...
SH-O11286	Declared	699 CARDERO ST HSE, VANCOUVER	test Katya 27 Oct 2025 test end	202	...
SH-O11265	Approved	475 W GEORGIA ST, VANCOUVER		202	...

- 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.

Opportunity assessment application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11366
For: AUSTEVILLE PROPERTIES LTD

Status: Draft

1. Customer contact

2. Project team

3. Project details

4. Review & submit

Customer contact

Add contact information for the applicant organization such as representatives of the social housing association or housing co-op applying for this funding.

The default customer contact can manage this application and will be the main point of contact. Other contacts will only be contacted if we can't reach them.

Add project team members in the next step, including consultants, contractors, or BC Housing or BC Non-profit Housing Association representatives.

Fields marked with * are required.

*** Contacts**

The list below shows the current contacts attached to this project. You can add more contacts by selecting **Add contact**. Please make sure that the contact information is correct.

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT	
social	tester	testsc1@qa.com	111-111-1111	222-222-2222	Yes	Edit Delete

Add contact

Next


Cancel

Save draft

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.

Opportunity assessment application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11366

Status: Draft

1. Customer contact

2. Project team

3. Project details

4. Review & submit

Project team

Provide contact information for the team member(s) assisting with the project, including consultants, internal staff and BC Housing or BC Non-Profit Housing Association representatives.

Adding a BC Housing or BC Non-Profit Housing Association representative here allows them to collaborate with the applicant organization to complete the application. ?

Fields marked with * are required.

*** Team member information**

Select **Add team member** to add contacts. You must add one team member assigned as the prime consultant, responsible for project deliverables. This can be an external consultant or BC Housing or BC Non-Profit Housing Association team member with appropriate designation. If there are multiple team members, please add all.

COMPANY NAME	FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	RESPONSIBILITY
No team member added					

Add team member

Back

Next


Cancel

Save draft

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.

Opportunity assessment application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11366

Status: Draft

1. Customer contact

2. Project team

3. Project details

4. Review & submit

Project details

Fields marked with * are required.

*** Site**

Add the site (i.e., facility) where the opportunity assessment is being done. You can add multiple sites if needed; all sites must be on the same project timeline, within the next three months.

Account number 999999999 [Add this site](#)

145 Home St, Vancouver

V5R 0G3

ACCOUNT NUMBER	SITE ADDRESS	SITE NAME	BUILDING TYPE
There is no site available			

[Add new site](#)

[Back](#)

Next

Cancel

[Save draft](#)

- When you click “Add new site”, you’ll see a pop-up window.

Add or edit site details

Fields marked with * are required.

* Project site

Account number 999999999
145 Home St, Vancouver
V5R 0G3

Site details

Site name

Is there a building name you commonly refer to?

Main building

* Building type

☒ Multi-unit residential building
Low-rise building, high-rise building, or stacked townhome (three or four-level building with one unit stacked above another).

☐ Mixed type
Complex including multi-unit residential building(s) and single-family homes (e.g. detached, semi-detached, townhome, row home, duplex).
Note: Only the multi-unit buildings in the complex are eligible for the program at this time.

* Primary space heating fuel source

Electricity

* Additional or supplemental space heating fuel source

Not applicable

* Water heating fuel source

Electricity

Save


Cancel

- 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.

Opportunity assessment application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11369

Status: Draft

1. Customer contact

2. Project team

3. Project details

4. Review & submit

Review and submit

To make edits, select the relevant step listed above. You may need to re-enter some information depending on the edits.

Fields and documents marked with * are required.

Customer contacts

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT
social	tester	testsc1@qa.com	111-111-1111	222-222-2222	Yes

Project team

COMPANY NAME	FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	RESPONSIBILITY
Construction SH	Ryan	Lions	ryan.lions@gmail.com	(604) 784-3022	Prime consultant

Project details

ACCOUNT NUMBER	SITE ADDRESS	SITE NAME	BUILDING TYPE
999999999	145 Home St, Vancouver, V5R 0G3	Main building	Multi-unit residential building

- 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.

The screenshot shows a web form for submitting a payment application. A large red rectangular box highlights the main content area, which contains two sections of radio button options. The first section is titled “* Who should we send the payment to?” and lists four options: “BC Housing”, “BC Non-Profit Housing Association”, “Housing society or co-op”, and “Prime consultant”. The second section is titled “* Preferred payment method” and lists three options: “Electronic funds transfer (EFT)”, “Interac e-Transfer”, and “Cheque”. A small blue question mark icon is next to the “Electronic funds transfer (EFT)” option. Below the red box is a light gray bar containing four buttons: “Back”, “Submit application”, “Cancel”, and “Save draft”. The “Submit application” button is highlighted with a red rectangular box, and the “Save draft” button is also highlighted with a red rectangular box.

*** Who should we send the payment to?**

☐ BC Housing

☐ BC Non-Profit Housing Association

☐ Housing society or co-op

☐ Prime consultant

*** Preferred payment method**

☐ Electronic funds transfer (EFT) ?

☐ Interac e-Transfer

☐ Cheque

[Back](#) [Submit application](#) [Cancel](#) [Save draft](#)

- 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



AUSTEVILLE PROPERTIES LTD

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.



Manage or start an opportunity assessment application

View your existing applications or start a new one.



Start an opportunity assessment application

An opportunity assessment is a way to get a high-level assessment of your building to identify opportunities for reducing energy use or greenhouse gas emissions. For offer details, eligibility and required documents see [opportunity assessment](#).

Start an opportunity assessment application

Manage applications

Search applications by application ID, contact name, team member name, site name, or customer organization.

Application ID	Contact first name	Contact last name	Team member first name	Team member last name	Site name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer organization

Search

Clear

- 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.

[Back to strategic actions](#)

Social Housing program offers

Eligibility

Note: Projects to replace fossil fuel space or hot water heating systems with electric systems aren't currently eligible for this program. For support with these projects please contact socialhousing@bchydro.com.

Manage or start an opportunity assessment application

View your existing applications or start a new one.

Manage or start a feasibility study application

View your existing applications or start a new one.

Start a feasibility study application

A feasibility study is an in-depth analysis of a specific system in your building. It will study the options and costs for upgrading and replacing the system so you can decide what to move forward with. For offer details, eligibility and required documents see [feasibility studies](#).

Start a feasibility study application

Manage applications

Showing entries 25 1-5 out of 5 results [Refresh](#)


Application ID	Status	Site address	Site name	Sub	Actions
SH-O11381	Declared	475 W GEORGIA ST, VANCOUVER	test kalya	202	...
SH-O11365	Declared	699 CARDERO ST HSE, VANCOUVER	test site 2	202	...
SH-O11319	Declared	475 W GEORGIA ST, VANCOUVER	test kg	202	...
SH-O11285	Declared	475 W GEORGIA ST, VANCOUVER		202	...
SH-O11269	Approved	475 W GEORGIA ST, VANCOUVER		202	...

- 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.

Feasibility study application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11392

Status: Draft

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Customer contact

Add contact information for the applicant organization such as representatives of the social housing association or housing co-op applying for this funding.

The default customer contact can manage this application and will be the main point of contact. Other contacts will only be contacted if we can't reach them.

Add project team members in the next step, including consultants, contractors, or BC Housing or BC Non-profit Housing Association representatives.

Fields marked with * are required.

* Contacts

The list below shows the current contacts attached to this project. You can add more contacts by selecting **Add contact**. Please make sure that the contact information is correct.

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT	
social	tester	testsc1@qa.com	111-111-1111	222-222-2222	Yes	Edit Delete

Add contact

Next


Cancel

Save draft

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.

Feasibility study application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11392 **Status: Draft**
For: AUSTEVILLE PROPERTIES LTD

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Project team

Provide contact information for the team member(s) assisting with the project, including consultants and BC Housing or BC Non-Profit Housing Association representatives.

Adding a BC Housing or BC Non-Profit Housing Association representative here allows them to collaborate with the applicant organization to complete the application. ?

Fields marked with * are required.

* Team member information

Select **Add team member** to add contacts. You must add an external consultant assigned as the prime consultant, responsible for the project deliverables. If there are multiple team members, please add all.

COMPANY NAME	FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	RESPONSIBILITY
No team member added					

Add team member

Back

Next


Cancel

Save draft

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.

Feasibility study application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11392 **Status: Draft**
For: AUSTEVILLE PROPERTIES LTD

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Project details

Fields marked with * are required.

*** Site information**

Add the site (i.e., facility) where the feasibility study is being done. You can add multiple sites if needed; all sites must be on the same project timeline, within the next 6 months.

Account numbe999999999Add this site

145 Home St, Vancouver

V5R 0G3

ACCOUNT NUMBER	SITE ADDRESS	SITE NAME	BUILDING TYPE
There is no site available			

Add new site

Estimated feasibility study cost

Enter the total estimated study cost as indicated by your consultant. Do not include tax.

*** Estimated cost**

\$

.00

Back


Next

Cancel

Save draft

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

Feasibility study application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11392

Status: Draft

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Project details

Fields marked with * are required.

* Site information

Add the site (i.e., facility) where the feasibility study is being done. You can add multiple sites if needed; all sites must be on the same project timeline, within the next 6 months.

Account number 999999999 [Remove this site](#)

145 Home St, Vancouver
V5R 0G3

ACCOUNT NUMBER	SITE ADDRESS	SITE NAME	BUILDING TYPE	
999999999	145 Home St, Vancouver, V5R 0G3	No site name	Building type unconfirmed	Add site details Remove site

Add new site

Estimated feasibility study cost

Enter the total estimated study cost as indicated by your consultant. Do not include tax.

* Estimated cost

\$ 12,000 .00

Back

Next

Cancel

Save draft

→ When you click “Add new site”, you’ll see a pop-up window.

Add or edit site details ✕

Fields marked with * are required.

*** Project site**

Account number 999999999
145 Home St, Vancouver
V5R 0G3

Site details

Site name
Is there a building name you commonly refer to?
Main building

*** Building type**

☐ Multi-unit residential building
Low-rise building, high-rise building, or stacked townhome (three or four-level building with one unit stacked above another).

☒ Mixed type
Complex including multi-unit residential building(s) and single-family homes (e.g. detached, semi-detached, townhome, row home, duplex).
Note: Only the multi-unit buildings in the complex are eligible for the program at this time.

*** Primary space heating fuel source**
Electricity ▼

*** Additional or supplemental space heating fuel source**
Electricity ▼

*** Water heating fuel source**
Electricity ▼

Save Cancel


→ 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”.

Feasibility study application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11392

Status: Draft

For: AUSTEVILLE PROPERTIES LTD

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Document upload

Depending on your project, we'll need different documents from you to review your application.

Fields and documents marked with * are required.

Document upload

Please upload the following documentation.

***Study proposal (.xls, .xlsx format)**
Completed by your consultant, using the template provided by BC Hydro. A proposal for your feasibility study including the scope and associated cost.

Study proposal supporting document (.pdf format)
If provided by your consultant a document to accompany your completed proposal including any additional information and/or photos.

Accepted file types: .jpg, .jpeg, .png, .bmp, .doc, .docx, .xls, .xlsx, .txt, and .pdf. PDFs must be version 7 or later.
Accepted file sizes: The maximum file size is 8 MB.

Upload file

Select files

Upload documentation and select the document type for each.

FILE	DOCUMENT TYPE	
Study Proposal Test.docx	Study proposal	Delete

Back

Next


Cancel

Save draft

5. Review and confirm

→ Review the information and add the payment information.

Feasibility study application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11392**Status: Draft**
For: AUSTEVILLE PROPERTIES LTD

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Review and submit

To make edits, select the relevant step listed above. You may need to re-enter some information depending on the edits.

Fields and documents marked with * are required.

Customer contacts

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT
social	tester	testsc1@qa.com	111-111-1111	222-222-2222	Yes

Project team

COMPANY NAME	FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	RESPONSIBILITY
BC Construction	Mike	Lie	mike.lie@gmail.com	(694) 657-3757	Prime consultant

Project details

ACCOUNT NUMBER	SITE ADDRESS	SITE NAME	BUILDING TYPE
999999999	145 Home St, Vancouver, V5R 0G3	Main Building	Mixed type

Estimated feasibility study cost
\$12,000.00

- 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.

The screenshot shows a web form with two sections of radio button options. The first section is titled '* Who should we send the payment to?' and includes four options: 'BC Housing', 'BC Non-Profit Housing Association', 'Housing society or co-op', and 'Prime consultant'. The second section is titled '* Preferred payment method' and includes three options: 'Electronic funds transfer (EFT)' (which has a small question mark icon next to it), 'Interac e-Transfer', and 'Cheque'. At the bottom of the form is a grey bar containing four buttons: 'Back' (white with blue text), 'Submit application' (green with white text and highlighted with a red border), 'Cancel' (blue text), and 'Save draft' (white with blue text and highlighted with a red border).

*** Who should we send the payment to?**

☐ BC Housing

☐ BC Non-Profit Housing Association

☐ Housing society or co-op

☐ Prime consultant

*** Preferred payment method**

☐ Electronic funds transfer (EFT) ?

☐ Interac e-Transfer

☐ Cheque

[Back](#) [Submit application](#) [Cancel](#) [Save draft](#)

- 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



AUSTEVILLE PROPERTIES LTD

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.



Manage or start a feasibility study application
View your existing applications or start a new one.

Start a feasibility study application

A feasibility study is an in-depth analysis of a specific system in your building. It will study the options and costs for upgrading and replacing the system so you can decide what to move forward with. For offer details, eligibility and required documents see [feasibility studies](#).

Start a feasibility study application

Manage applications

Search applications by application ID, contact name, team member name, site name, or customer organization.

Application ID	Contact first name	Contact last name	Team member first name	Team member last name	Site name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer organization

Search

Clear

- 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.


Social Housing program offers

Eligibility


Note: Projects to replace fossil fuel space or hot water heating systems with electric systems aren't currently eligible for this program. For support with these projects please contact socialhousing@bchydro.com.

Manage or start an opportunity assessment application 

View your existing applications or start a new one.

Manage or start a feasibility study application 

View your existing applications or start a new one.

Manage or start an equipment upgrade application 


View your existing applications or start a new one.









Start an equipment upgrade application

Incentives can include support in the form of rebates or custom incentives. Rebates are for straightforward equipment additions or replacements without significant redesign. Custom incentives cover more complex upgrades for which you have completed a feasibility study. You can apply for both kinds of incentives in the same application by filling out appropriate sections of the workbook. For offer details, eligibility and required documents see [equipment upgrade funding](#).

Start an equipment upgrade application

Manage applications

Showing entries 1-25 out of 40 results 


Application ID 	Status  	Site address	Site name 	Su	Actions 
SH-O11388	 Submitted	475 W GEORGIA ST, VANCOUVER	test	202	...
SH-O11387	 Declared	600 CARDERO ST HSE, VANCOUVER		202	...
SH-O11386	 Declared	475 W GEORGIA ST, VANCOUVER	test kg	202	...

- 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.

Equipment upgrade application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11395

Status: Draft

For: AUSTEVILLE PROPERTIES LTD

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Customer contact

Add contact information for the applicant organization such as representatives of the social housing association or housing co-op applying for this funding.

The default customer contact can manage this application and will be the main point of contact. Other contacts will only be contacted if we can't reach them.

Add project team members in the next step, including consultants, contractors, or BC Housing or BC Non-profit Housing Association representatives.

Fields marked with * are required.

* Contacts

The list below shows the current contacts attached to this project. You can add more contacts by selecting **Add contact** [example@bchousing.org](#) if the contact information is correct.

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT	
social	tester	testsc1@qa.com	111-111-1111	222-222-2222	Yes	Edit Delete

Add contact

Next


Cancel

Save draft

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).

Equipment upgrade application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11399 **Status: Draft**
For: AUSTEVILLE PROPERTIES LTD

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Project team

Provide contact information for the team member(s) assisting with the project, including contractors and BC Housing or BC Non-Profit Housing Association representatives.

Adding a BC Housing or BC Non-Profit Housing Association representative here allows them to collaborate with the applicant organization to complete the application. ?

Fields marked with * are required.

*** Team member information**

Select **Add team member** to add contacts. You must add one contractor. If there are multiple team members, please add all.

COMPANY NAME	FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	RESPONSIBILITY	
BC Construction	Mark	Lue	mark.lue@gmail.com	(604) 876-2354	Project management	Edit Delete

Add team member

Back

Next


Cancel

Save draft

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”.

Equipment upgrade application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11399
For: AUSTEVILLE PROPERTIES LTD

Status: Draft

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Project details

Fields marked with * are required.

*** Site and upgrade(s)**
Add the site (i.e. facility) where the upgrade(s) are being made, and the energy-related upgrade(s) you're planning for that site.

Account number 99999999

Add this site

145 Home St, Vancouver
V5R 0G3

ACCOUNT NUMBER	SITE ADDRESS	SITE NAME	BUILDING TYPE	UPGRADES
There is no site available				

Add new site

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

Add project site

Add your project's site address below via the utility account number. Then, add site details and upgrades.

Fields marked with * are required.

* Project site

Account numbe 999999999 [Change](#)

145 Home St, Vancouver

V5R 0G3

Site details

Site name

Is there a building name you commonly refer to?

e.g. Main building

* Building type

☐ Multi-unit residential building

Low-rise building, high-rise building, or stacked townhome (three or four-level building with one unit stacked above another).

☐ Mixed type

Complex including multi-unit residential building(s) and single-family homes (e.g. detached, semi-detached, townhome, row home, duplex).

Note: Only the multi-unit buildings in the complex are eligible for the program at this time.

* Primary space heating fuel source

Select

* Additional or supplemental space heating fuel source

Select

* Water heating fuel source

Select

* Eligible upgrade(s)

Select the upgrades planned for this site. Select all that apply. All upgrades must be on the same project timeline and completed within one year

☐ Heating, ventilation and air conditioning (HVAC)

Central and distributed heat pumps, make-up air, HVAC controls

☐ Domestic hot water

Heat pump water heaters, CO2 heat pumps

☐ Envelope

Windows, insulation

☐ Lighting, lighting controls, parkade CO controls, VFDs, or fridges

Add site

Cancel

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- 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.

Upfront payment request

You can request upfront payment of up to 50% of the funds upon execution of your agreement. Payment will be issued after your request is approved, and the agreement is signed.

Proof of substantial start is required for funding. You can upload this now, or after submitting your application.

Documents showing substantial start ?

* I'm requesting upfront payment now

☐ Yes

☐ No

- Complete the remaining information in the section – “Estimated project cost”, “Expected completion date” and “Implementation support funding”.

Estimated project cost

Enter the total estimated project cost including equipment and installation as provided by your contractor for all sites. Do not include tax.

*** Estimated cost**

\$

12,000

.00

Expected completion date

A project is complete once all equipment has been installed and invoices paid. To qualify for incentives, the project needs to be completed and declared within 12 to 18 months as per your project agreement document.

*** Expected completion date**

2026-09-23

Implementation support funding

Funding is offered for implementation support, such as project management, project specification, engaging contractors and preparing required documentation and invoices for submission.

*** Do you need implementation support?**

☒ Yes

☐ No

Back

Next

Cancel

Save draft

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

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4. Document upload

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

Application ID: SH-O11399**Status: Draft**

For: AUSTEVILLE PROPERTIES LTD

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Document upload

Depending on your project, we'll need different documents from you to review your application.

Fields and documents marked with * are required.

Has an opportunity assessment or feasibility study been completed for this project within the past two years?

☐ **Opportunity assessment**
An **opportunity assessment** is completed by an energy consultant. They provide you with a high-level assessment of your building to identify short- and long-term projects that would improve energy efficiency, reduce reliance on fossil fuels, and more.

☐ **Feasibility study**
A **feasibility study** is an in-depth analysis of a specific system at your project site(s) performed by electrical or mechanical consultants.

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

Document upload

Please upload the following documentation.

*** Workbook (.xls, .xlsx format)**
Completed by your contractor, includes your project’s measures, costs, energy savings, and more.

*** One of the following is required for upfront payment:**

- A fully executed contract with general contractor or other contractor(s) implementing project (.pdf format)
- A proof of funds letter signed by the board of directors or governing body, using the template provided (.pdf format)

Study report (.pdf format)
The final feasibility study report from your consultant outlining the options and costs for the specific system you’re planning to upgrade.

Opportunity assessment report (.pdf format)
The final report of your opportunity assessment, prepared by your consultant.

Product specification sheets (.pdf format)
A copy of the manufacturer’s specification sheet(s) for the equipment to be installed.

Energy calculations (required for custom lighting and mechanical projects) (.xls, .xlsx format)
The custom energy and/or lighting calculations to determine the energy savings for your project. For custom lighting projects, provide a completed lighting calculator using the template provided. For custom mechanical projects, provide a custom calculation in your preferred format.

Accepted file types: .jpg, .jpeg, .png, .bmp, .doc, .docx, .xls, .xlsx, .txt, and .pdf. PDFs must be version 7 or later.
Accepted file sizes: The maximum file size is 8 MB.

Upload file

Select files

Upload documentation and select the document type for each.

FILE	DOCUMENT TYPE	
Study Proposal Test.docx	Study report	Delete
Workbook Test.xlsx	Workbook	Delete
Energy Calculations.xlsx	Energy calculations	Delete
Opportunity Assesment.doc...	Opportunity assessment report	Delete
Sheets.docx	Product specification sheets	Delete
Upfront Payment.pdf	Proof of funds letter	Delete

Back

Next


Cancel

Save draft

5. Review and submit your application.

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

Equipment upgrade application

 **AUSTEVILLE PROPERTIES LTD**

Application ID: SH-O11399

Status: Draft

For: AUSTEVILLE PROPERTIES LTD

1. Customer contact

2. Project team

3. Project details

4. Document upload

5. Review & submit

Review and submit

To make edits, select the relevant step listed above. You may need to re-enter some information depending on the edits.

Fields and documents marked with * are required.

Customer contacts

FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	CELL	DEFAULT CONTACT
social	tester	testsc1@qa.com	111-111-1111	222-222-2222	Yes

Project team

COMPANY NAME	FIRST NAME	LAST NAME	EMAIL ADDRESS	BUSINESS PHONE	RESPONSIBILITY
BC Construction	Mark	Lue	mark.lue@gmail.com	(604) 876-2354	Project management

Project details

ACCOUNT NUMBER	SITE ADDRESS	SITE NAME	BUILDING TYPE	UPGRADES
999999999	145 Home St, Vancouver, V5R 0G3	Main building	Multi-unit residential building	Heating, ventilation and air conditioning (HVAC)

Estimated project cost
\$18,000.00

Expected completion date
2026-12-07

Implementation support funding
Yes

- 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.

Upfront payment requested

I'm requesting upfront payment now

Yes

Document upload

Did you complete an opportunity assessment?

Yes

Did you complete a feasibility study?

Yes

FILE	DOCUMENT TYPE
Study Proposal Test.docx	Study report
Workbook Test.xlsx	Workbook
Energy Calculations.xlsx	Energy calculations
Opportunity Assesment.doc...	Opportunity assessment report
Sheets.docx	Product specification sheets
Upfront Payment.pdf	Proof of funds letter

* Who should we send the payment to?

☐ BC Housing

☐ BC Non-Profit Housing Association

☐ Housing society or co-op

* Preferred payment method

☐ Electronic funds transfer (EFT) ?

☐ Interac e-Transfer

☐ Cheque

[Back](#)

[Submit application](#)


[Cancel](#)

[Save draft](#)

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

 **AUSTEVILLE PROPERTIES LTD**

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.



Manage or start an equipment upgrade application

View your existing applications or start a new one.

Start an equipment upgrade application

Incentives can include support in the form of rebates or custom incentives. Rebates are for straightforward equipment additions or replacements without significant redesign. Custom incentives cover more complex upgrades for which you have completed a feasibility study. You can apply for both kinds of incentives in the same application by filling out appropriate sections of the workbook. For offer details, eligibility and required documents see [equipment upgrade funding](#).

[Start an equipment upgrade application](#)

Manage applications

Search applications by application ID, contact name, team member name, site name, or customer organization.

Application ID	Contact first name	Contact last name	Team member first name	Team member last name	Site name
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Customer organization

[Search](#) [Clear](#)

- 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.