

BC Hydro Condo and Apartment Rebate Program

FREQUENTLY ASKED QUESTIONS (FAQS)—JULY 15, 2025

About the program

1. What is the Condo and Apartment Rebate Program?

The Condo and Apartment Rebate Program offers rebates for heat pumps and heat pump water heaters to owners of individual suites within multi-unit residential buildings (MURBs).

2. How does this offer differ from the MURB Retrofit Program that was launched in September 2024?

The current offer targets individual suites and includes specific rebates for single-head heat pumps, multi-split heat pumps, and heat pump water heaters in individual apartment and condo suites. The MURB Retrofit Program that launched in September 2024 focused on whole-building retrofits and common areas.

3. Can I participate in both BC Hydro's Condo and Apartment Rebate Program and CleanBC Better Homes Energy Savings Program (ESP) Condo and Apartment Rebate?

No. You cannot participate in both programs for the same upgrades.

If you are eligible for ESP, you must choose which program to apply to before starting your project.

4. How does this program differ from the CleanBC Better Homes Energy Savings Program (ESP) Condo and Apartment Rebate?

Both programs offer rebates for heat pumps and heat pump water heaters for condo and apartment customers.

BC Hydro's Condo and Apartment Rebate Program is available to a broad range of customers living in apartments and condos, regardless of income. In contrast, ESP is designed for income-qualified customers.

If you think you may be eligible for ESP, visit betterhomesbc.ca/rebates/condo-and-apartment-rebates for more information.

Eligibility

5. Who's eligible to participate in this program?

Residential customers in suites in purpose-built rentals, strata condominiums, or equity co-op buildings. They must be year-round primary residences with utility accounts in the name of the resident, homeowner, or strata corporation. For more detailed eligibility requirements, visit bchydro.com/apartmentrebates.

6. Who's not eligible to participate?

Single-family homes, mobile homes, duplexes, triplexes, row homes, side-by-side townhomes, and multiplex buildings with up to five units. See instead: Home Renovation Rebate Program.

7. What types of products are eligible for rebates? Are there any restrictions?

Eligible products include single-head heat pumps, multi-split heat pumps, and heat pump water heaters. Restrictions include requirements for installation by licensed contractors and specific energy performance criteria. For more information visit bchydro.com/apartmentrebates.

8. My unit is part of a strata or equity co-op and I need their approval. How do I go about this?

Working with your strata or equity co-op board to explore this offer and get approval for it is a crucial step and can provide unique challenges. We've created a guide to give you more insight around what participating in this program may look like and how you and your strata can navigate any uncertainties. Find the guide in the Resources section at bchydro.com/apartmentrebates.

9. I own a unit and have tenants residing in it. Can I apply on their behalf?

If you're the owner of the unit, you'll have to obtain consent from your tenants in the form of a utility account holder consent form which is available to you in the application materials.

Application process

10. What are the steps in the application process?

1. Visit our website to confirm that you're eligible and review our planning materials.
2. Hire a contractor and get a quote.
3. If applicable, get approval from your strata or equity co-op board.
4. Request rebate pre-approval online.
5. Complete the upgrades within six months and pay your contractor.
6. Gather your documents and return to complete your application online.
7. Receive your payment.

11. How long can I expect the application process to take?

While we strive to review and process applications as fast as possible, your rebate can take up to 90 days.

12. I recently installed a heat pump in my unit. Am I still eligible to apply?

No. Pre-approval must be obtained before the installation.

Installation

13. Is there a list of recommended contractors who can help me install a heat pump?

Yes, heat pump installations must be done by members of the Home Performance Contractor Network (HPCN). You can find a list of eligible contractors here: betterhomesbc.ca/esp-registered-contractors/

14. How invasive is a heat pump installation in an apartment?

The installation process can vary, but it typically involves some modifications to the unit's envelope for exterior penetrations and may require temporary access to certain areas within your unit and building.

15. How long will installation take?

Installation time can vary depending on the complexity of the project, but it generally takes a day to complete.

16. Will the installation require penetration of the building envelope, such as walls or ceilings?

Yes, contractors must follow the [BC Housing – Detailing Guide for Heat Pump Penetrations](#) to ensure proper sealing and insulation.

Heat pumps and rebates

17. What rebate amounts can I get and what costs are covered?

The offer includes rebates for single-head heat pumps (\$1,000 per unit), multi-split heat pumps (\$750 per head) up to a maximum of three heads (\$2,250) and heat pump water heaters (\$1,000 per unit).

18. Where can I learn more information about heat pump options and benefits?

More information can be found on the [BC Hydro website](#) and the [Home Performance Contractor Network website](#).

Contact us

19. Who can I contact to find out more about this program?

You can visit bchydro.com/apartmentrebates or call 1 800 224 9376 (BCHYDRO).

20. I've submitted an application. How do I check the status?

To check the status of your application, please visit our [online status tracker](#).